

TECHNICAL BULLETIN  
Q274NAS1  
09 OCT 2013



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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.

**SECTION: 501-03**

Service Action: Power Tailgate

**AFFECTED VEHICLE RANGE:**

**Range Rover (LG)**  
**Model Year:** 2013  
**VIN:** DA100499-DA113821

**MARKETS:**

NAS

**CONDITION SUMMARY:**

**Situation:** Vehicles within the listed VIN range may have a power tailgate which is not functioning as specified and the anti-trap is triggered by the lower drain trough due to insufficient retention.

**Action:** Retailers are required to **HOLD** all affected vehicles in the above VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process. Affected vehicles already in the hands of customers should be updated at the next available opportunity.

**PARTS:**

DESCRIPTION	VIN RANGE	PART No.	QTY.	EXPECTED % of VEHICLES REQUIRING PARTS*
Drain Trough	DA100499 - DA105228	LR046781	1	100
Drain Trough	DA100499 - DA105228	LR046782	1	100



**NOTE: \* when ordering parts, order the expected percentage demand of parts identified only**

**SPECIAL TOOLS:**



**NOTE: This document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.**

SDD with latest DVD and Calibration File; first available on DVD133.04 v.130

Jaguar Land Rover-approved Midtronics Vehicle Power Supply

Refer to Workshop Manual / Service Instruction for any required tools

**WARRANTY:**

**NOTE: Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. 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 the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. 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 'Q274' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in / drive out allowance can only be claimed if the vehicle is brought back into the workshop for this action alone to be undertaken.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 March 2015** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS	QTY. / VALUE
Q274	B	DA100499-DA105228	05.10.10	0.10	LR046781	1
		Replace the lower drain trough finishers	86.90.92	0.20	LR046782	1
		Update upper tailgate software	86.90.95.01	0.10		
		Update lower tailgate software				
Q274	C	DA100499-DA105228	05.10.10	0.10	LR046781	1
		Replace the lower drain trough finishers	86.90.92	0.20	LR046782	1
		Update upper tailgate software	86.90.95.01	0.10		
		Update lower tailgate software	02.02.02	0.20		
Q274	D	DA105229-DAG113821	86.90.92	0.20	-	-
		Update upper tailgate software	86.90.95.01	0.10	-	-
Q274	E	DA105229-DAG113821	86.90.92	0.20	-	-
		Update upper tailgate software	86.90.95.01	0.10	-	-
		Update lower tailgate software	02.02.02	0.20	-	-
		Drive in/drive out				



**NOTE: Normal Warranty policies and procedures apply**

**SERVICE INSTRUCTION:**

- CAUTION: Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.**



**CAUTION: A Jaguar Land Rover-approved Midtronics Vehicle Power Supply must be connected to the vehicle battery during SDD diagnosis / module programming.**



**NOTE: SDD must be loaded with DVD133.04 v.130 or later.**

Connect the Jaguar Land Rover-approved Midtronics Battery Power Supply to the vehicle battery.

2. Turn ignition 'ON' (engine not running).
3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
5. Select 'Diagnosis' from the Session Type screen.
6. Select the 'Selected Symptoms' tab, and then select the following:
  - Body > Security and locking > Handles locks and latches > Luggage compartment
7. Select the 'Extras' tab.
8. From the Recommendations tab, select **Run** to perform the 'Configure existing module – Power operated tailgate' option.
9. Follow all on-screen instructions to complete this task.
10. From the Recommendations tab, select **Run** to perform the 'Configure existing module – Rear gate/trunk module' option.
11. Follow all on-screen instructions to complete this task.
12. Exit the current session.
13. Disconnect the SDD and the battery power supply from the vehicle.
14. Open the upper and lower tailgates.
15. Remove the right-hand trim panel.
  - Release the clip and remove trim panel.



**16.** Install the new right-hand trim panel.

**17.** Carry out the previous two steps to the left-hand trim panel.

**18.** Close the lower and upper tailgates.