

TECHNICAL BULLETIN
Q474 UPS3115-2bNAS1
13 MAR 2015



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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

Update Prior to Sale: Tailgate Operation

AFFECTED VEHICLE RANGE:

Range Rover (LG)

Model Year: 2015-2016

VIN: LG212941-LG222269

MARKETS:

NAS

CONDITION SUMMARY:

Situation: A potential issue has been identified on certain 2015-2016 model year Range Rover (L405) vehicles with the electrical operation of the tailgates. When using either the switch or remote transmitter, the lower and upper tailgates begin to close, but as the lower tailgate starts to move both tailgates 'back off' and do not fully close. In this condition it is possible to manually close both the upper and lower tailgates.

Action: Retailers are required to **HOLD** only affected new vehicles that are within your control and refrain from releasing the vehicles for new 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 but **must** have it completed prior to vehicle handover to the customer.

Affected vehicles already in the hands of customers should be updated at the next available opportunity.

PARTS:

No parts required

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 SDD-DVD and Calibration File

Jaguar Land Rover-approved Midtronics Battery Power Supply

WARRANTY:



NOTE: check DDW to ensure that a vehicle is affected by this program prior to undertaking any rework action.

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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **12 September June 2015** closure date must be submitted quoting Program Code '**Q474**' 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 may only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

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 TOPIx to obtain the latest repair time.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS / SUNDRY CODE	QTY. / VALUE
Q474	B	Configure Tailgate Control Module - Lower	05.10.20	0.20	-	-
Q474	C	Configure Tailgate Control Module - Lower Drive in/drive out	05.10.20 02.02.02	0.20 0.20	- -	- -

Normal Warranty policies and procedures apply

SERVICE INSTRUCTION:



CAUTION: a Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.



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.



NOTE: SDD must be loaded with DVD141.01 v.201 or later.



NOTE: the 'Tailgate Control Module' (TGCM) may also be referred to as 'Lower - Rear gate/trunk module'.

1. 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 > Rear tailgate movement inoperative
7. Read and close any publication from the list of recommended candidates to expose the 'Extras' tab.
 8. Select the 'Extras' tab.
 9. From the Recommendations tab, select **Run** to perform the 'Configure existing module - Lower - Rear gate/trunk module' option.
 10. Follow all on-screen instructions to complete this task, ensuring all DTCs are cleared.
 11. Exit the current session.
 12. Disconnect the SDD and the battery power supply from the vehicle.