



ABOVE & BEYOND

# NOTIFICATION OF UPDATE PRIOR TO SALE UPS3115-2B: TAILGATE OPERATION

# SERVICE BULLETIN

13-MAR-15

NO.: SGI15- 07

SECTION: GENERAL  
INFORMATION

MARKET: CAN / USA

### DESCRIPTION OF DEFECT

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.

### AFFECTED VEHICLES

The VIN range of affected vehicles is LG212941-LG222269.

### ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program (Q474) prior to undertaking any rework 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. Affected vehicles already in the hands of customers should be updated at the next available opportunity. Refer to Technical Bulletin UPS3115-2bNAS, *Update Prior to Sale: Tailgate Operation*, for detailed repair instructions.

### PARTS

No parts required

### TOOLS

Refer to the Technical Bulletin noted above for any required special tools.

### 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.

Warranty claims must be submitted quoting Program Code 'Q474' together with the relevant Option Code from the table. SRO and parts information is 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.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **12 September 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)	PART No. / SUNDRY CODE	QTY. / VALUE
Q474	B	Configure Tailgate Control Module – Lower	05.10.02	0.20	-	-
Q474	C	Configure Tailgate Control Module – Lower	05.10.02	0.20	-	-
		Drive in/drive out	02.02.02	0.20	-	-

*Normal Warranty policies and procedures apply*