

Reference	SSM72796
Models	Discovery Sport / L550 (613666 → 501001)
Title	L550 Discovery Sport tailgate alignment
Category	Body
Last modified	17-Oct-2016 00:00:00
Symptom	111000 Body Panel(s)/Unibody

Content Issue: Retailers are reporting tailgate alignment and alignment related issues.

Cause: Root cause requires further investigation.

Action: Please raise an EPQR detailing where possible:

- The original reason for the investigation (customer symptom).
- Any functional issues affected.
- Photographs of the issue(s) including the whole tailgate in the closed position.
- Measurements of gap & flush data.

TOPIx workshop manual WSM-19551

- 501-03: Body Closures. General Procedures. 76.28.31.
- 501-26: Body Repairs. Vehicle Specific Information and Tolerance Checks.
- Description and Operation.
- Body and Frame. Gap and Profile Measurement.

NOTE:

For any tailgate alignment issues after the assured VIN, please raise an EPQR.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.