

<b>Reference</b>	SSM72703
<b>Models</b>	Range Rover Evoque / L538 (149928 → 600000)
<b>Title</b>	L538 Range Rover Tailgate Drop
<b>Category</b>	Body
<b>Last modified</b>	17-Oct-2016 00:00:00
<b>Symptom</b>	111000 Body Panel(s)/Unibody
<b>Attachments</b>	11SSM detail.pdf (11SSM detail.pdf)

**Content**

Issue: Customer may express concern with the tailgate:

- Functionality – difficult to open/close.
- Contact between the tailgate and other panels resulting in paint rub.
- Damaged tailgate latch cover and/or striker.

Symptoms can be similar to:

- Fig. 1 - Damage to the tailgate latch cover. This is caused by interference with the Striker as shown in Fig. 2.

Note: Powered tailgate variants may lose calibration and will require manual intervention.

- Fig. 3 - Visual differences of the tailgate aperture gaps – the customer will experience styling lines out of alignment. This can be measured to reinforce the customer's concern.
- Fig. 4 - Visual differences with tailgate flush to body.
- Fig. 5 - Touch conditions with various areas such as the tailgate touching the rear lamps.

Cause: The tailgate has dropped due to torque relaxation at the tailgate hinge – to – body mounting.

Action:

TOPIx references:

- 501-03 Body Closures.
- 501-14 Handles, Locks, Latches and Entry Systems.

1. Re-align the tailgate as per TOPIx section above.

Check the gaps and flush measurements of the tailgate and make sure that the tailgate is central to the aperture. Tailgate latch covers can now be ordered separately to the latch. Service part number is:

- LR094065

NOTE:

Any vehicles 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.

Fig. 1



Fig. 2



Fig. 3



Fig. 4



Fig. 5

