



ABOVE & BEYOND

SERVICE ACTION Q638: CORROSION ON UPPER TAILGATE WEDGES

SERVICE BULLETIN

13-FEB-17

NO.: SGI17-12

SEC.: GENERAL
INFORMATION

MKT.: CAN / USA

DESCRIPTION OF ISSUE

A potential issue has been identified on certain vehicles within the listed Affected Vehicle Range where corrosion may be evident on the upper tailgate left and/or right wedges.

AFFECTED VEHICLES

LR4 (L319)

Model Year: 2016

VIN: 797332-811426

Visit the InfoTrail website for a list of affected unsold vehicles (as of 07 February 2017).

ACTION TO BE TAKEN

Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action.

Retailers are required to **HOLD** affected new vehicles that are within your control and refrain from releasing the vehicles for new vehicle sale pending completion of the rework action.

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.

Refer to Technical Bulletin Q638NAS, *Service Action: Corrosion on Upper Tailgate Wedges*, for detailed repair instructions.

PARTS

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

DESCRIPTION	PART NO. / SUNDRY CODE	QTY. / VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Wedge assembly	CKT500090	2	100

TOOLS

Refer to the Technical Bulletin noted above for any required 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 Recalls and 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 the Program Code together with the relevant Option Code. The 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 **28 February 2019** expiry 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
Q638	B	Replace upper tailgate wedges	05.10.10	0.10	CKT500090	2
Q638	C	Replace upper tailgate wedges Drive in/drive out	05.10.10 02.02.02	0.10 0.20	CKT500090 -	2 -
Q638	D	Replace upper tailgate wedges	05.10.10	0.10	CKT500090	2
Q638	E	Replace upper tailgate wedges Disengage and Reengage Transit Mode Drive in/drive out	05.10.10 86.90.89.30 02.02.02	0.10 0.20 0.20	CKT500090 - -	- - -

Normal Warranty policies and procedures apply.