

Q639NAS1

TECHNICAL BULLETIN

11 MAY 2017



© Jaguar Land Rover North America, LLC

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.

INFORMATION

SECTION:

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

SUBJECT/CONCERN:

Service Action: Exterior Tailgate Release Switch

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
LR2 (LF)	2010-2015	148525-439910	Halewood
Range Rover Sport (LS)	2012-2013	717166-814812	Solihull

MARKETS:

CANADA

CONDITION SUMMARY:

SITUATION:

An issue has been identified on certain vehicles within the listed Affected Vehicle Range where the tailgate exterior release switch may display intermittent switching performance issues.

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 Workshop Procedure 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:



NOTE:

Order only the expected percentage demand of parts identified.

DESCRIPTION	PART NO. /SUNDRY CODE	QTY. /VALUE	EXPECTED % OF VEHICLES REQUIRING PARTS
Tailgate switch without camera	LR079909	1	21%
Tailgate switch with camera	LR083610	1	79%

SPECIAL TOOLS:

Refer to TOPIx Workshop Manual/Workshop Procedure 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 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 can only be

claimed if the vehicle is brought back 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 **30 April 2019** closure date must be submitted or payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS /SUNDRY CODE	QTY. /VALUE
Q639	B	Replace tailgate switch without fitted rear camera	86.65.04	0.30 (LR2) 0.20 (Range Rover Sport)	LR079909	1
Q639	C	Replace tailgate switch without fitted rear camera Drive in/drive out	86.65.04 02.02.02	0.30 (LR2) 0.20 (Range Rover Sport) 0.2	LR079909 -	1 -
Q639	D	Replace tailgate switch with fitted rear camera	86.65.04	0.30 (LR2) 0.20 (Range Rover Sport)	LR083610	1
Q639	E	Replace tailgate switch with fitted rear camera Drive in/drive out	86.65.04 02.02.02	0.30 (LR2) 0.20 (Range Rover Sport) 0.2	LR083610 -	1 -

Normal Warranty policies and procedures apply.

WORKSHOP
PROCEDURE:



NOTE:

Tailgate may also be referred to as liftgate.

1

LR2 (L359) - install a new Power Liftgate Switch (see TOPIx Workshop Manual section 501-03: Body Closures - Power Liftgate Switch).

2

Range Rover Sport (L320) - install a new Exterior Liftgate Release Switch (see TOPIx Workshop Manual section 501-14: Handles, Locks, Latches and Entry Systems - Exterior Liftgate Release Switch).