

Reference	SSM73386
Models	Discovery / L462
Title	L462 All New Discovery Tailgate will not open
Category	Body
Last modified	22-May-2017 00:00:00
Symptom	112000 Latches/Locks & Security
Attachments	1Graphic1.docx (1Graphic1.docx) L462 Spigot bracket yellow dot.JPG (L462 Spigot bracket yellow dot.JPG) Tailgate profiles.docx (Tailgate profiles.docx)

Content

Issue

The tailgate fails to open when commanded via the key fob or tailgate release button

Cause

Incorrect tailgate alignment to striker.

Action

Should a New Discovery (L462) be presented with the issue detailed above carry out the following procedure:-

- Firstly check the condition of the Lower Deployable Tailgate Spigot Load Lever (LR082856) - if detached (See attached file) please replace (Ensure new part is painted with a Yellow Dot as shown attached) and then continue with steps below
- Loosen the two L/H hinge fixing bolts (hinge to body) (see attached doc)
- Lift the tailgate and retighten the fixing bolts (35Nm) while held in position. Note: this will typically require between 2 and 5mm of upward movement.
- Repeat the process for the R/H hinge
- Check the operation of the tailgate
- Check tailgate alignment (see attached illustration with dimensional guidelines)

Open the tailgate

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.

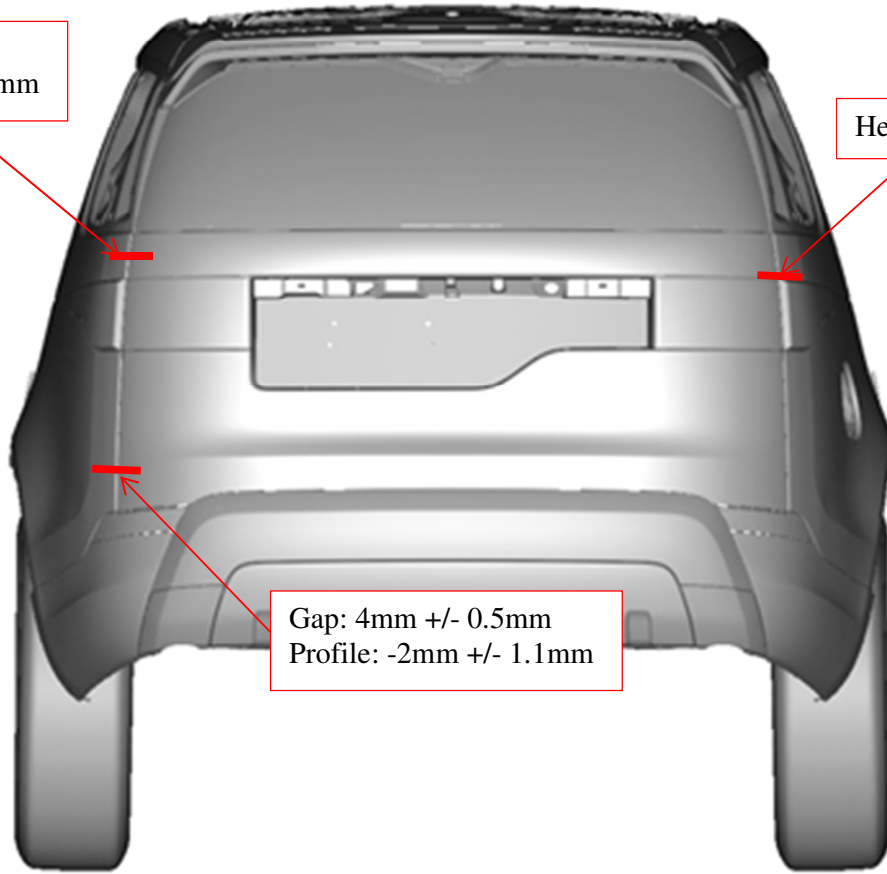
Tailgate profiles



Tailgate profiles

Gap: 4mm +/- 0.5mm
Profile: -1mm +/- 1.1mm

Height: Flush +2mm



Gap: 4mm +/- 0.5mm
Profile: -2mm +/- 1.1mm



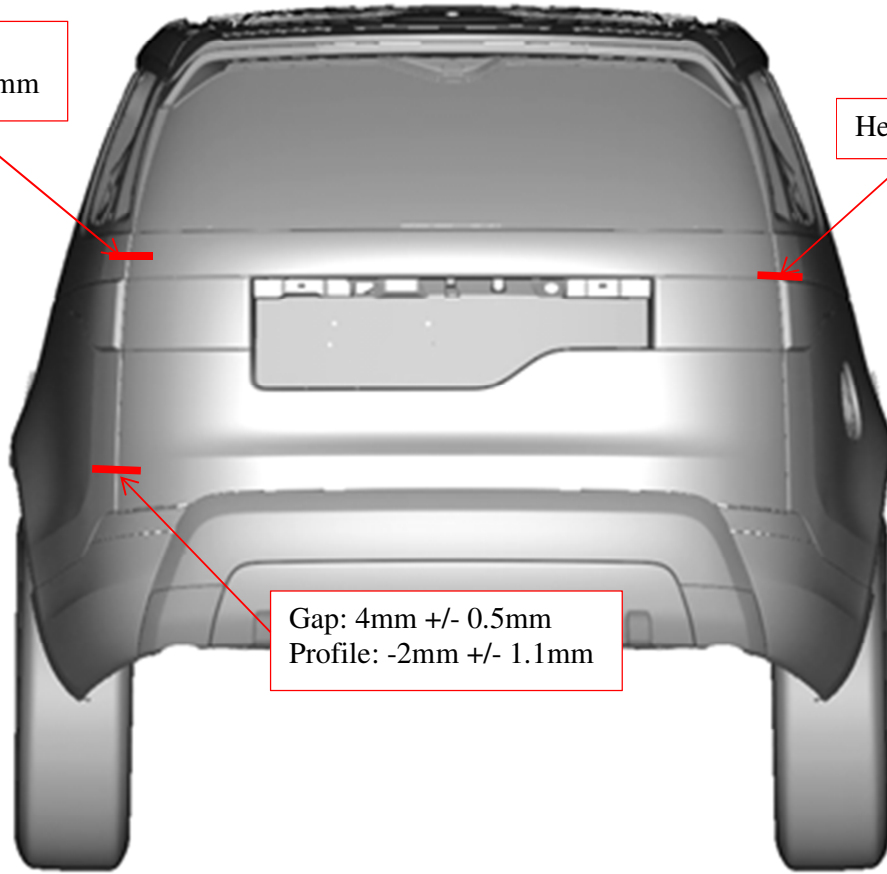
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