

Q638NAS1

# TECHNICAL BULLETIN

13 FEB 2017



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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

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SECTION:

501-03

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## SUBJECT/CONCERN:

Service Action: Corrosion on Upper Tailgate Wedges

## AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
LR4 (LA)	2016	797332-811426	Solihull

## MARKETS:

NAS

## CONDITION SUMMARY:

### SITUATION:

An 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.

### 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 Service Instruction 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
Wedge assembly	CKT500090	2	100

#### SPECIAL TOOLS:

Refer to Workshop Manual/Service Instruction 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. 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 **28 February 2019** closure date must be submitted or payment within 30 calendar days of completion of the repair.

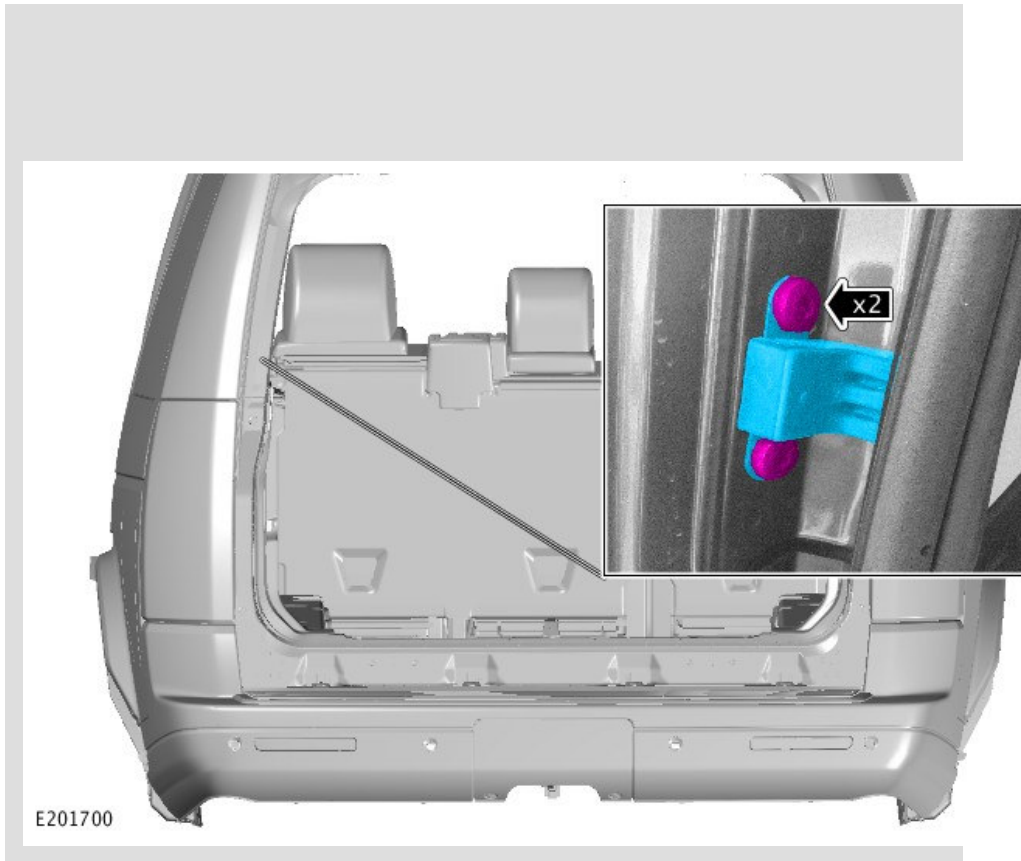
PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS /SUNDRY CODE	QTY /VAL
Q638	B	Replace upper tailgate wedges	05.10.10	0.10	CKT500090	2
Q638	C	Replace upper tailgate wedges Drive in/drive out	05.10.10 02.02.02	0.10 0.20	CKT500090 -	2 -
Q638	D	Replace upper tailgate wedges Transit disengage/re-engage	05.10.10 86.90.89.30	0.10 0.20	CKT500090 -	2 -
Q638	E	Replace upper tailgate wedges Drive in/drive out Transit disengage/re-engage	05.10.10 02.02.02 86.90.89.30	0.10 0.20 0.20	CKT500090 - -	2 - -

Normal Warranty policies and procedures apply.

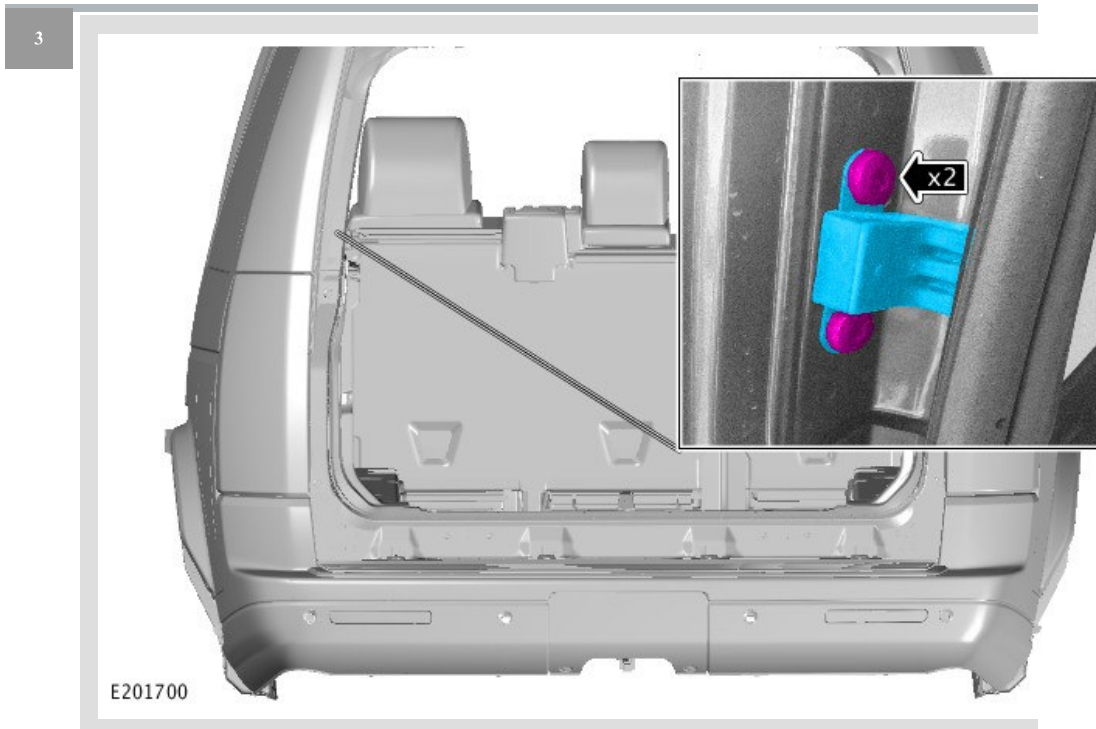
**SERVICE INSTRUCTION:**

1 Open the tailgate.

2



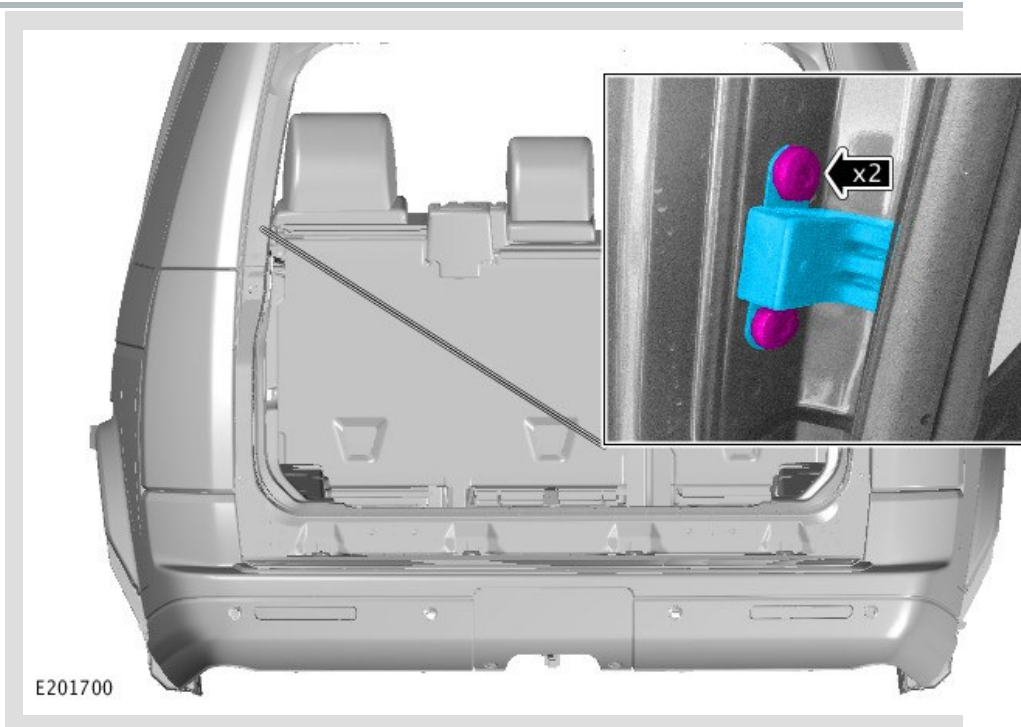
Remove the tailgate left upper wedge.



Install the new tailgate left upper wedge.

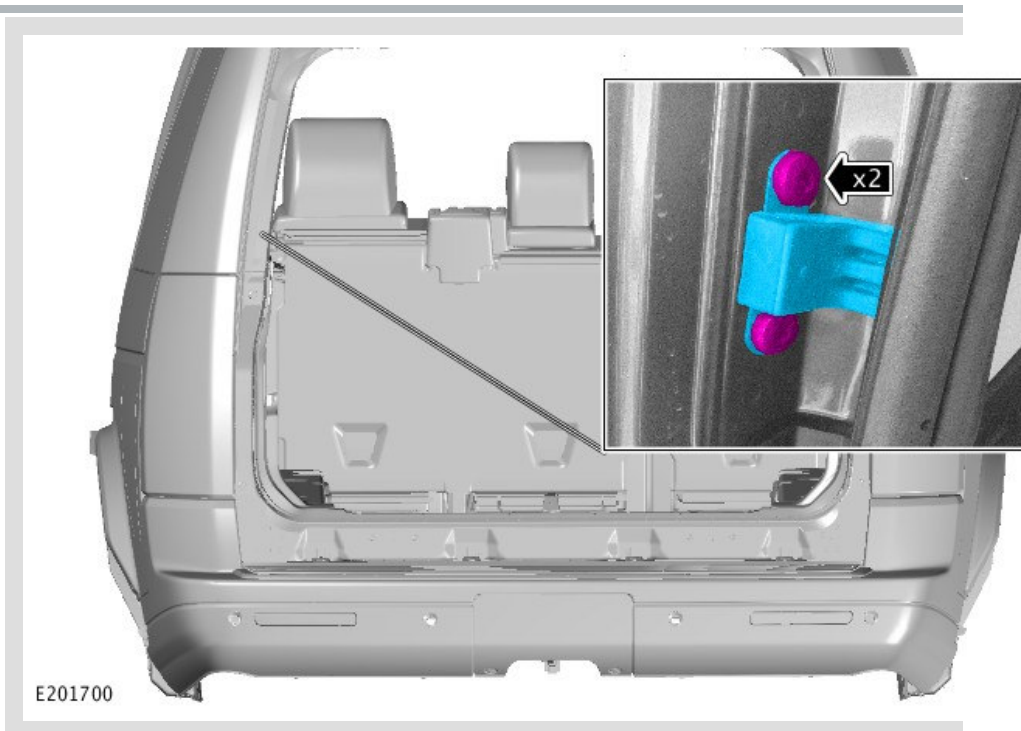
Torque **9 +/- 1.4 Nm** .

4



Remove the tailgate right upper wedge.

5



Install the new tailgate right upper wedge.

Torque **9 +/- 1.4 Nm** .

6

Close the tailgate.

