

Reference	SSM73386
Models	Discovery / L462
Title	L462 All New Discovery Tailgate will not open
Category	Body
Last modified	08-Aug-2017 00:00:00
Symptom	112000 Latches/Locks & Security
Attachments	11Graphic1.docx (11Graphic1.docx) 1Tailgate profiles.docx (1Tailgate 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:- •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

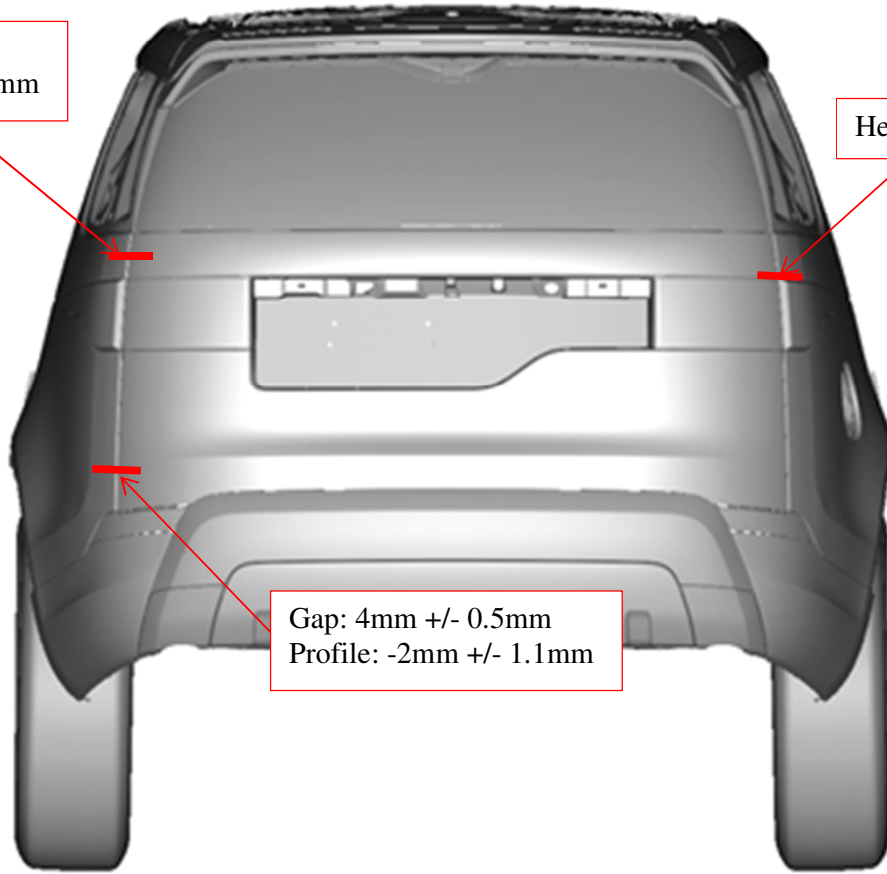


Tailgate profiles

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

Height: Flush +2mm

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



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