

LTB01065NAS1



TECHNICAL BULLETIN

13 SEP 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

SECTION:

501-03: Body Closures

SUBJECT/CONCERN:

Tailgate Does Not Open

AFFECTED VEHICLE RANGE:

| MODEL: | MODEL YEAR: | VIN: | ASSEMBLY PLANT: |
|--------|-------------|------|-----------------|
| | | | |

| MODEL: | MODEL YEAR: | VIN: | ASSEMBLY PLANT: |
|----------------|-------------|---------------|-----------------|
| Discovery (LR) | 2017 | 000001-017814 | Solihull |

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

SITUATION:

The tailgate may not open when using the remote transmitter or the tailgate release button.

CAUSE:

This may be caused by incorrect tailgate alignment.

ACTION:

Should a Customer express this concern, follow the appropriate Workshop Procedure(s) below.

PARTS:

NOTE:

* - an allowance (\$5.00 USD [or local equivalent]) has been provided to cover the cost of the locally sourced Acrylonitrile Butadiene Styrene (ABS) plastic 2 mm sheet. Claim using Sundry Code 'ZZZ001'.

| PART NUMBER | DESCRIPTION | QUANTITY: |
|-------------|--|-----------------------|
| LR082856 | Deployable luggage compartment floor operating arm | 1 (only if necessary) |
| ZZZ001* | ABS plastic 2 mm sheet | \$5.00 USD |

WARRANTY:**NOTES:**

- * - an allowance (\$5.00 USD [or local equivalent]) has been provided to cover the cost of the locally sourced Acrylonitrile Butadiene Styrene (ABS) plastic 2 mm sheet. Claim using Sundry Code 'ZZZ001'.
- Use DDW to check for 'N060' program eligibility. If eligible, perform and claim the Deployable luggage compartment floor operating arm update (Workshop Procedure 'A' below) as per that program.

NOTES:

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.
- The JLR Claims Submission System requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero

| DESCRIPTION | SRO | TIME (HOURS) | CONDITION CODE | CAUSAL PART |
|--|-------------|--------------|----------------|-------------|
| Deployable luggage compartment floor operating arm - Inspect | 76.19.89.36 | 0.1 | 42 | LR082856 |
| Deployable luggage compartment floor operating arm - Renew | 76.19.89.37 | 0.1 | 42 | LR082856 |
| Shim insert and check | 76.19.72 | 0.1 | 42 | LR080287 |
| Hinge adjustment and check | 76.19.73 | 0.1 | 42 | LR080287 |
| Tread plate modification and check | 76.19.74 | 0.5 | 42 | LR080287 |
| Tailgate - Spoiler - Check and adjust | 76.19.75 | 0.2 | 42 | LR080287 |

NOTE:

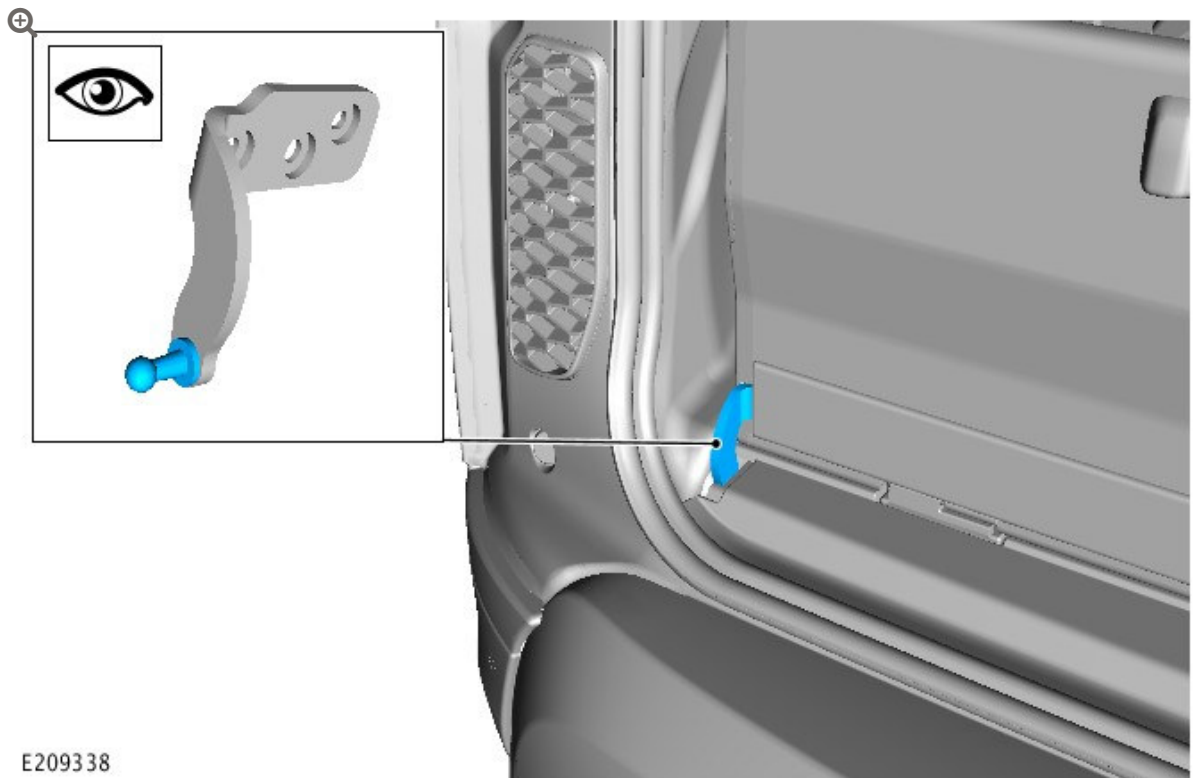
Normal Warranty procedures apply.

COMPONENT LOCATION:

1

NOTE:

Tailgate shown in the open position.



Deployable luggage compartment floor operating arm location.

WORKSHOP PROCEDURE 'A': ALL VINS

1 NOTE:

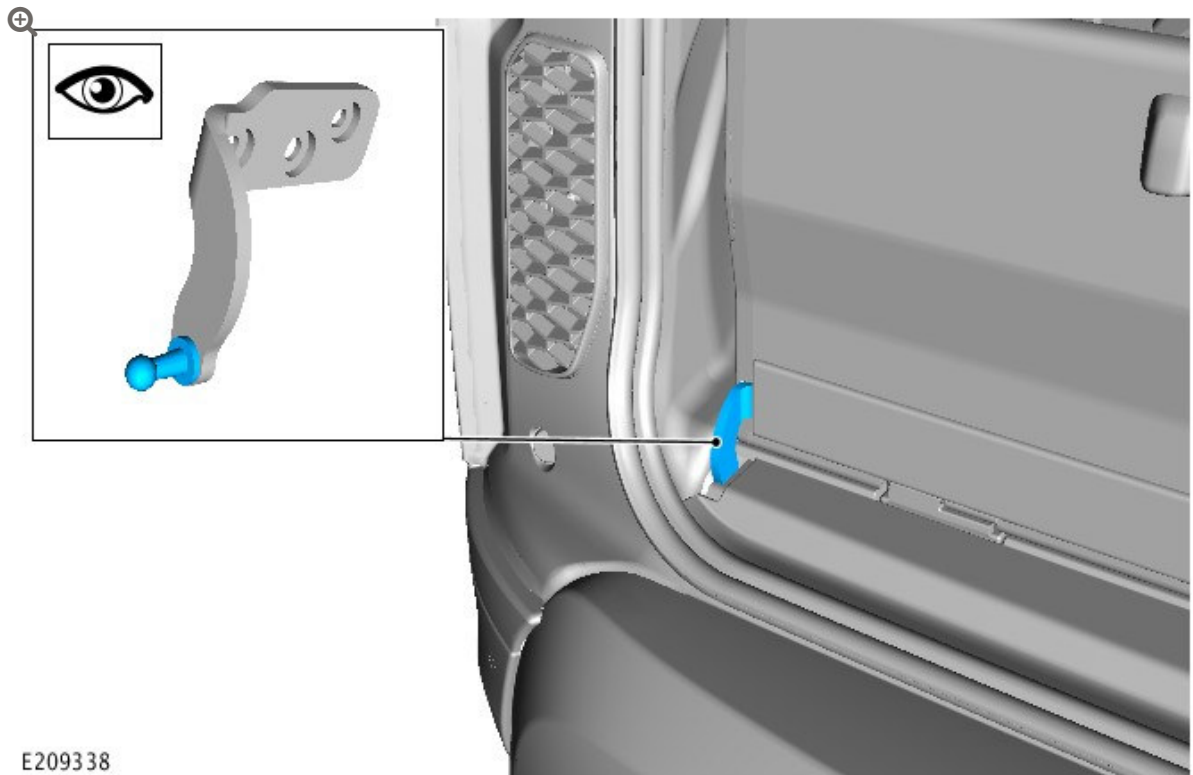
Failed condition shown; the deployable luggage compartment floor operating arm may not be as shown.



Example: deployable luggage compartment floor operating arm damage.

2 Open the tailgate.

3



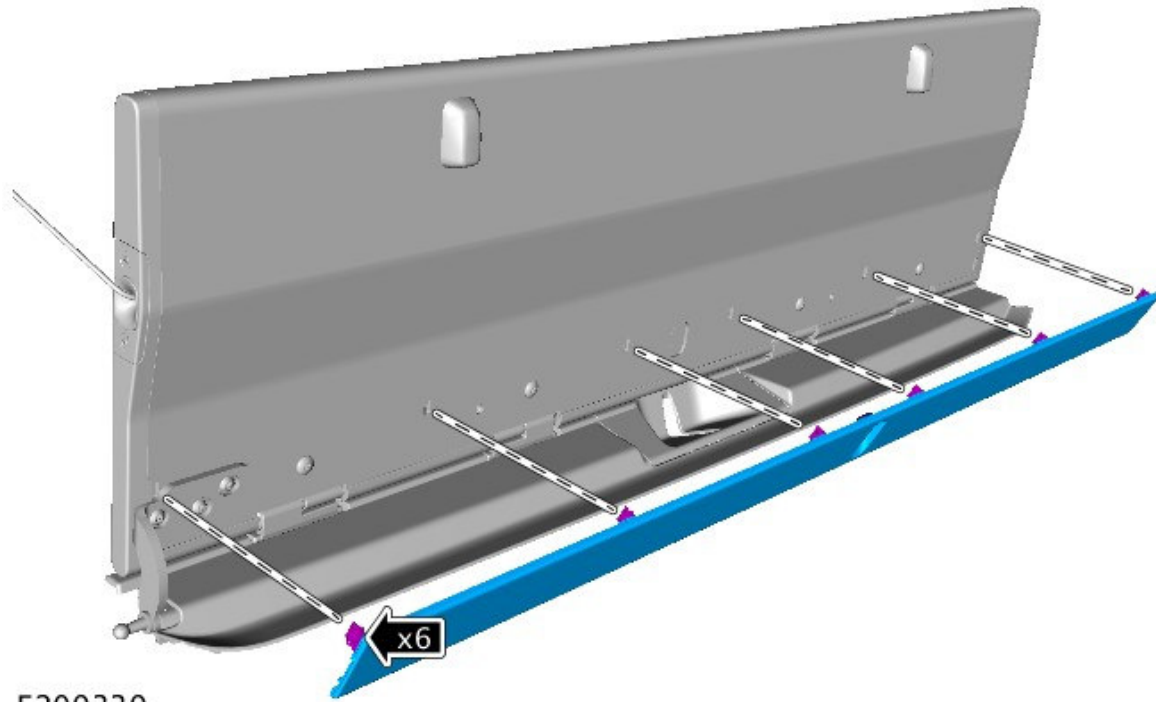
Inspect the deployable luggage compartment floor operating arm for damage (cracks/fractures).

- If the arm is not damaged, go to:
 - **VIN 011189-017814** - No further action required.
 - **VIN 000127-011188** - WORKSHOP PROCEDURE 'B'.
- If the arm is damaged, go to the next Step.

4

NOTE:

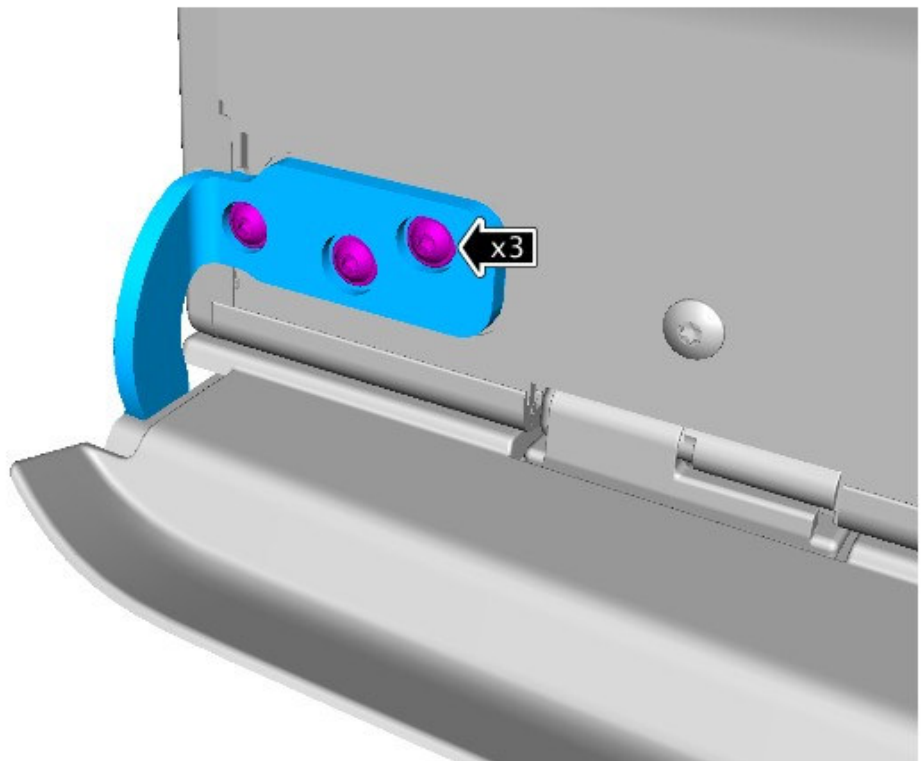
Component shown removed for clarity.



E209339

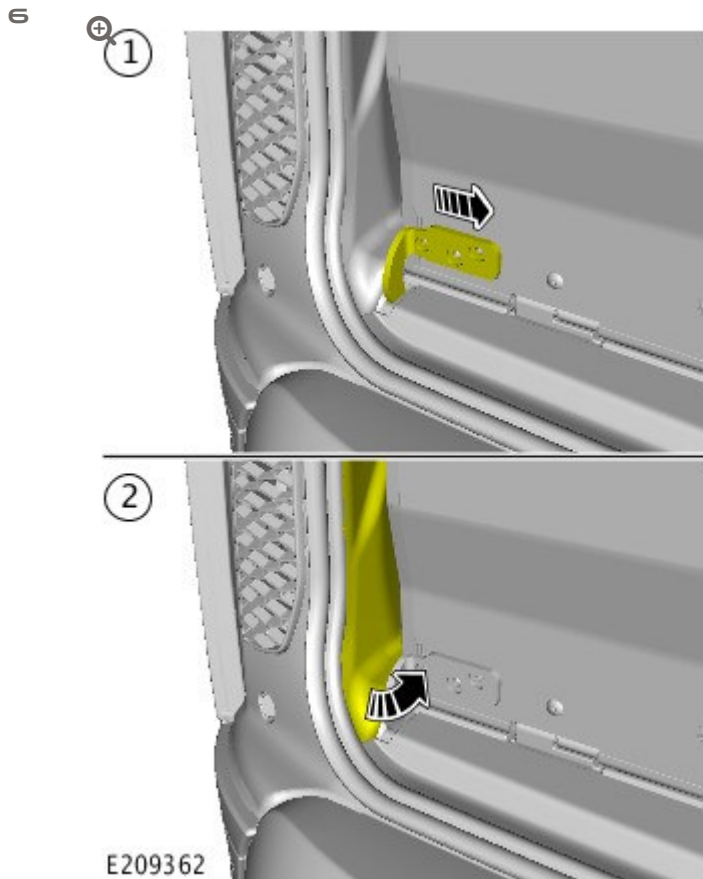
Remove the deployable luggage compartment floor trim.

5



E209363

Remove and retain the 3 deployable luggage compartment floor operating arm retaining bolts.



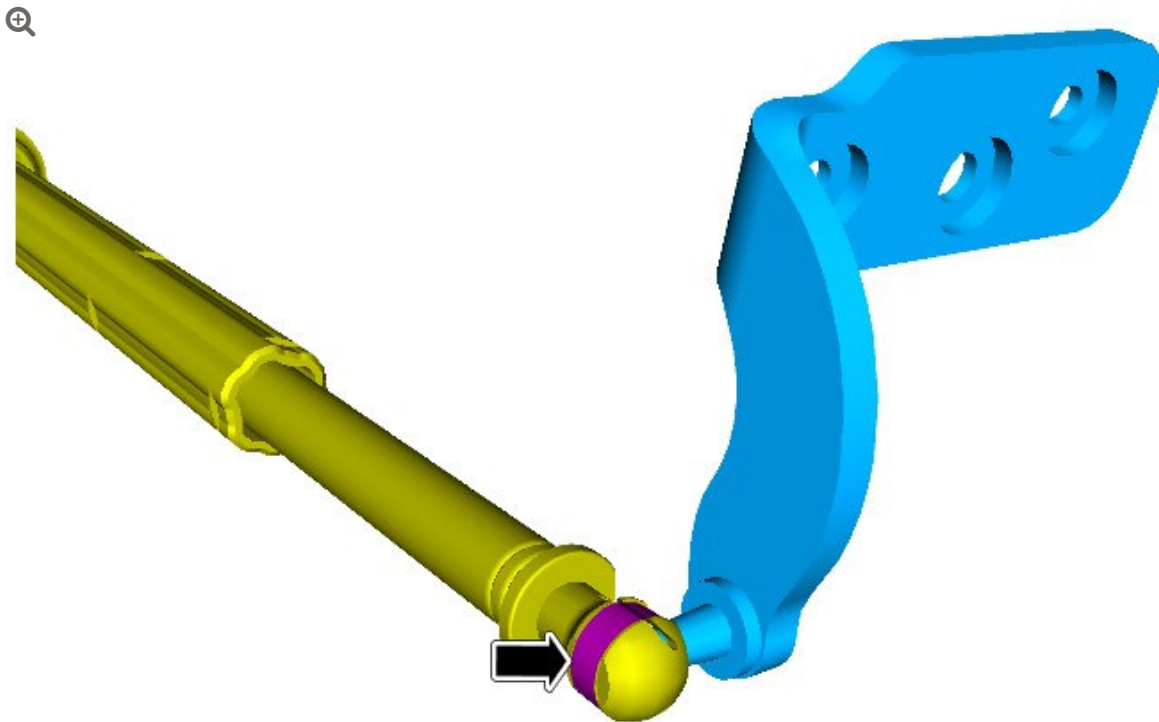
Position the deployable luggage compartment floor operating arm to the side.

- Position the loadspace left trim panel to one side.

7

NOTE:

Component shown removed for clarity.



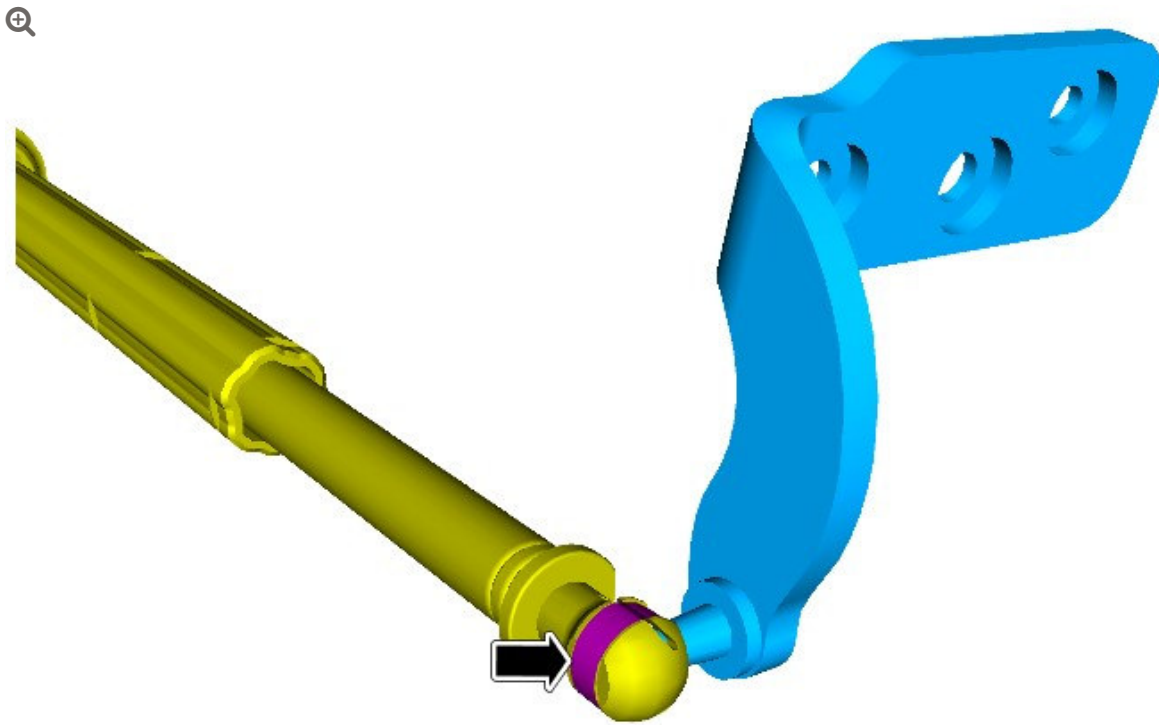
E209364

Use a suitable tool to remove the retaining clip.

- Remove and discard the deployable luggage compartment floor operating arm.

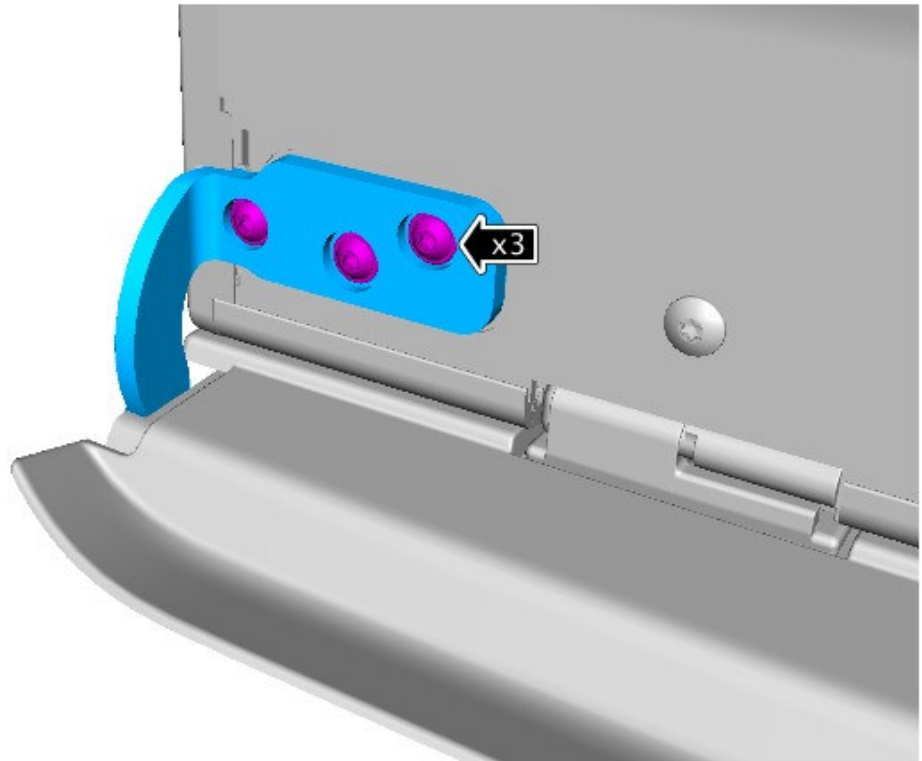
8**NOTE:**

Component shown removed for clarity.



E209364

Use a suitable tool to install the retaining clip onto the new deployable luggage compartment floor operating arm.



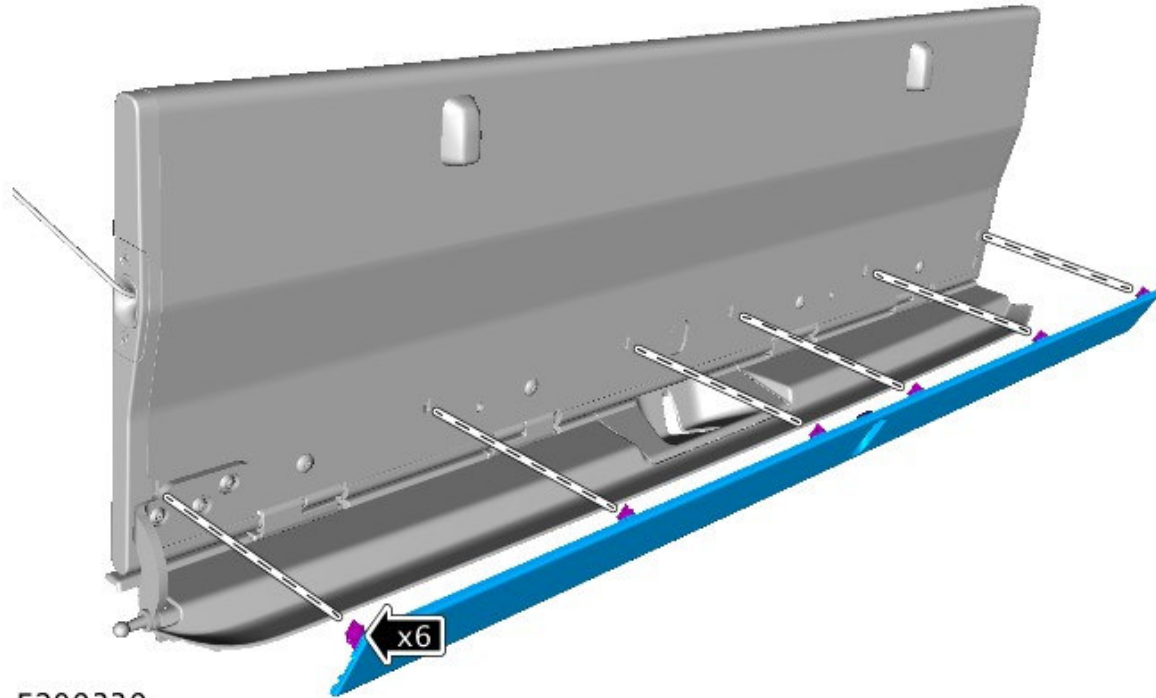
E209363

Install the 3 deployable luggage compartment floor operating arm retaining bolts.

10

NOTE:

Component shown removed for clarity.



E209339

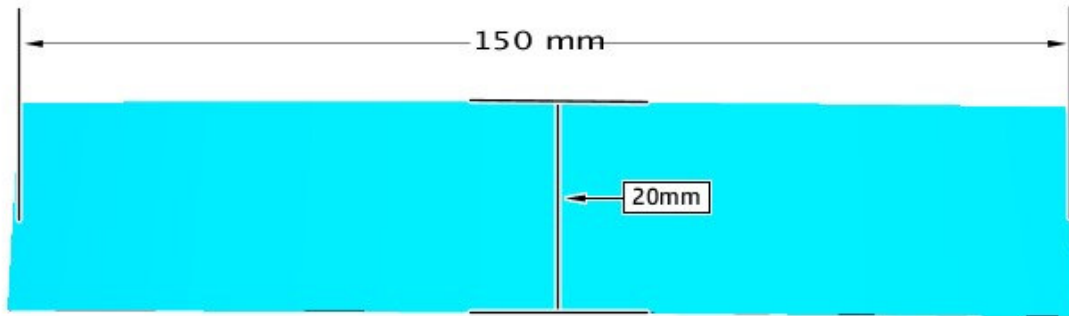
Install the deployable luggage compartment floor trim.

-
- 11 Close the tailgate.
- **VIN 011189-017814** - no further action required.
 - Release the vehicle.
 - **VIN 000127-011188** - go to WORKSHOP PROCEDURE 'B'.

WORKSHOP PROCEDURE 'B': VIN 000000-011188 ONLY

NOTE:

Applicable to VIN 000127-011188 ONLY.



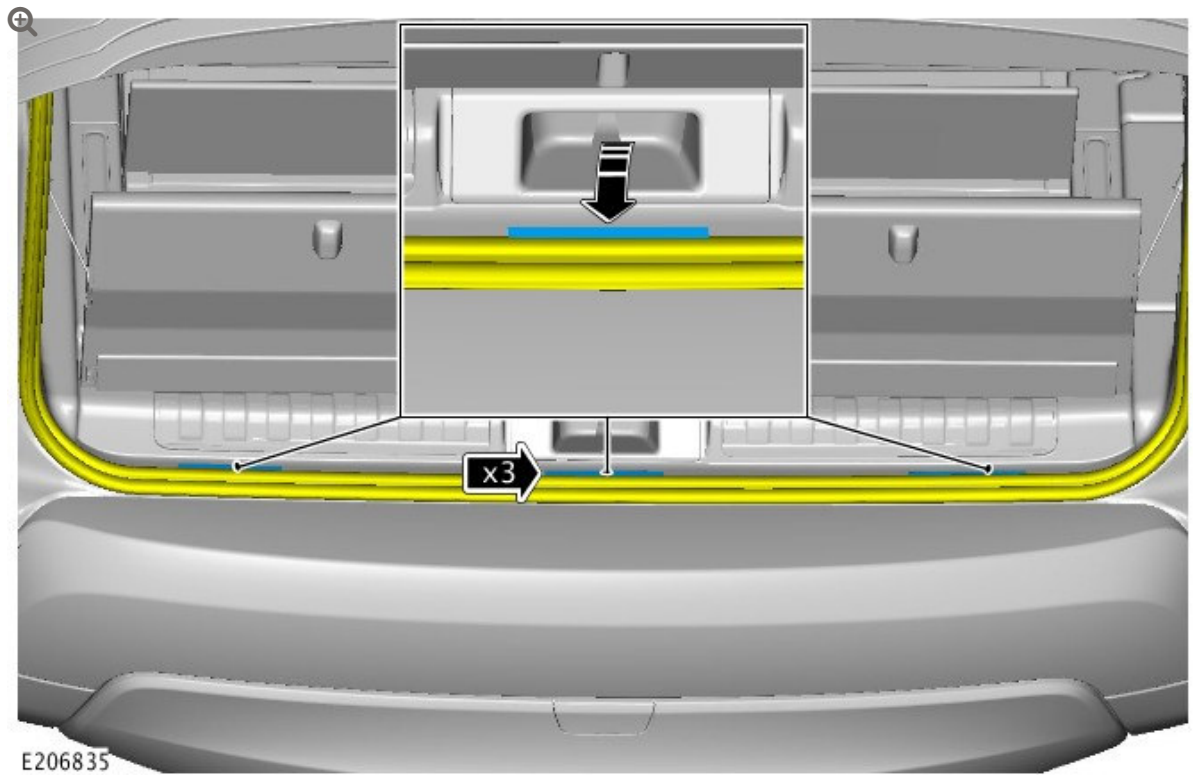
E206794

Cut 3 pieces of ABS material.

- 150mm length x 20mm width

2 Open the tailgate.

3

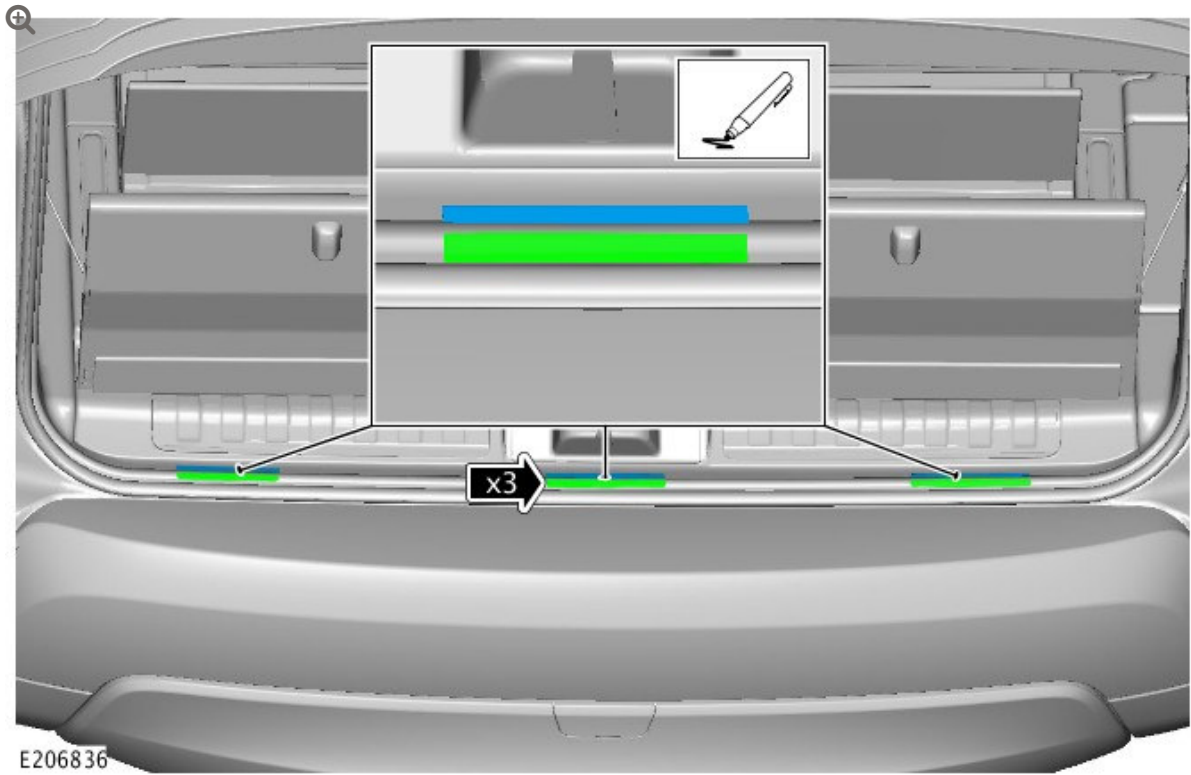


Insert the 1 shim under the tailgate seal in each position shown.

4

NOTE:


Apply chalk to the flat part of the seal.

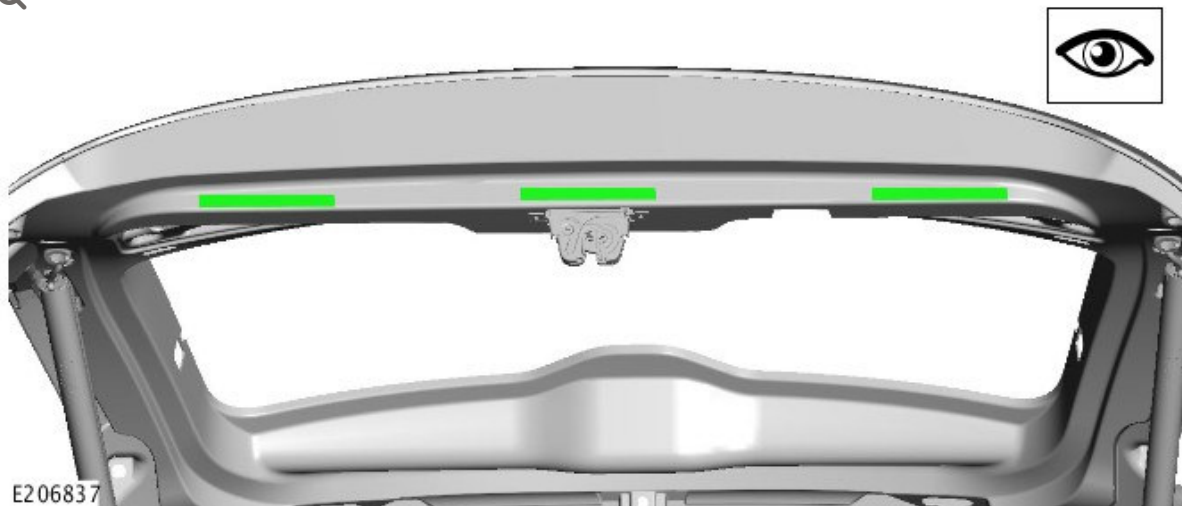


Chalk the seal where the shims are inserted.

5 Close the tailgate.

6 Open the tailgate.

7 



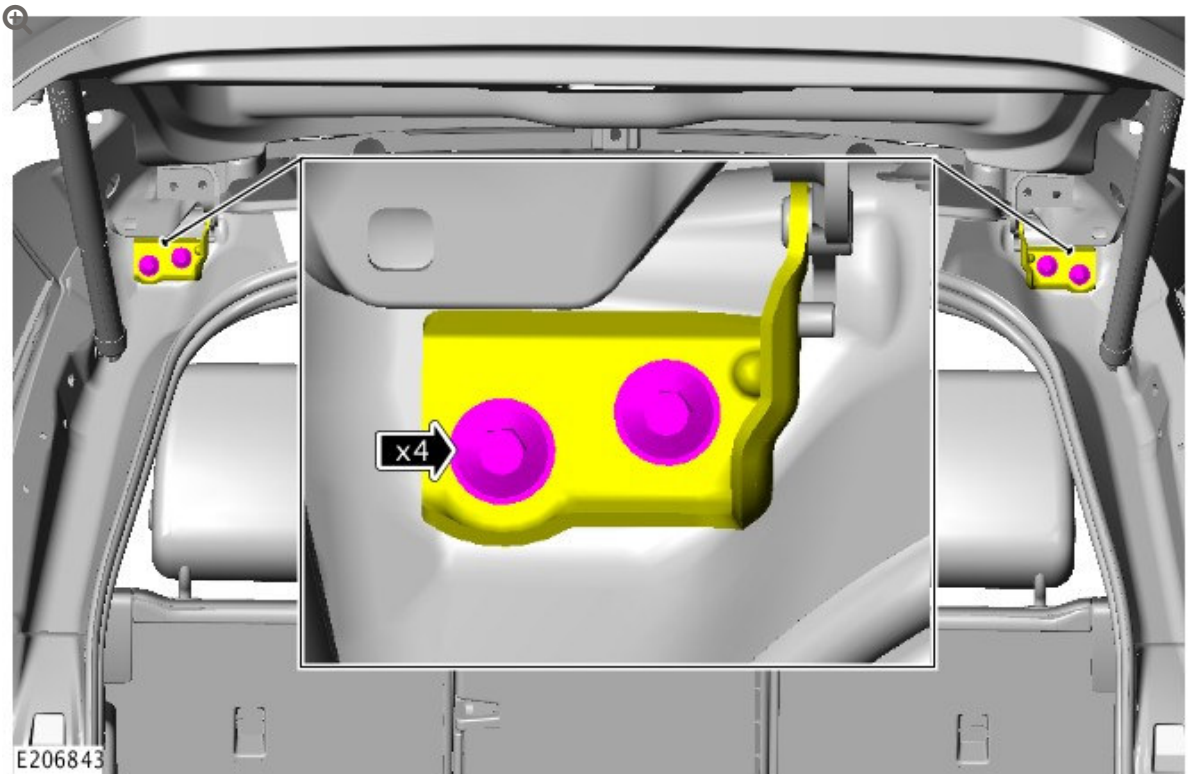
Visually inspect the tailgate.

- If chalk is not visible on the tailgate, go to Step 17.
- If chalk is visible on the tailgate, clean the chalk from the tailgate and go to Step 8.

8

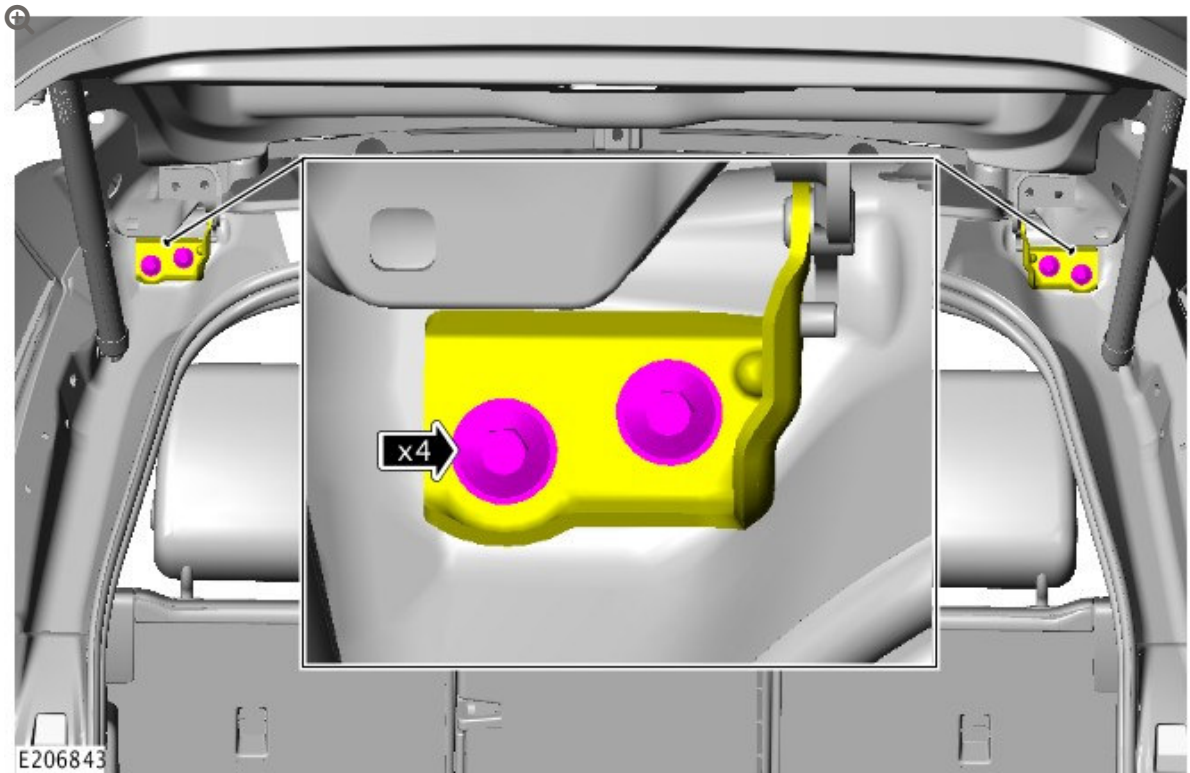
NOTES:

- Do not remove the bolts.
- Allow the tailgate to move to its maximum position (approximately 2-5mm lift).



Loosen the tailgate-to-body bolts.

9



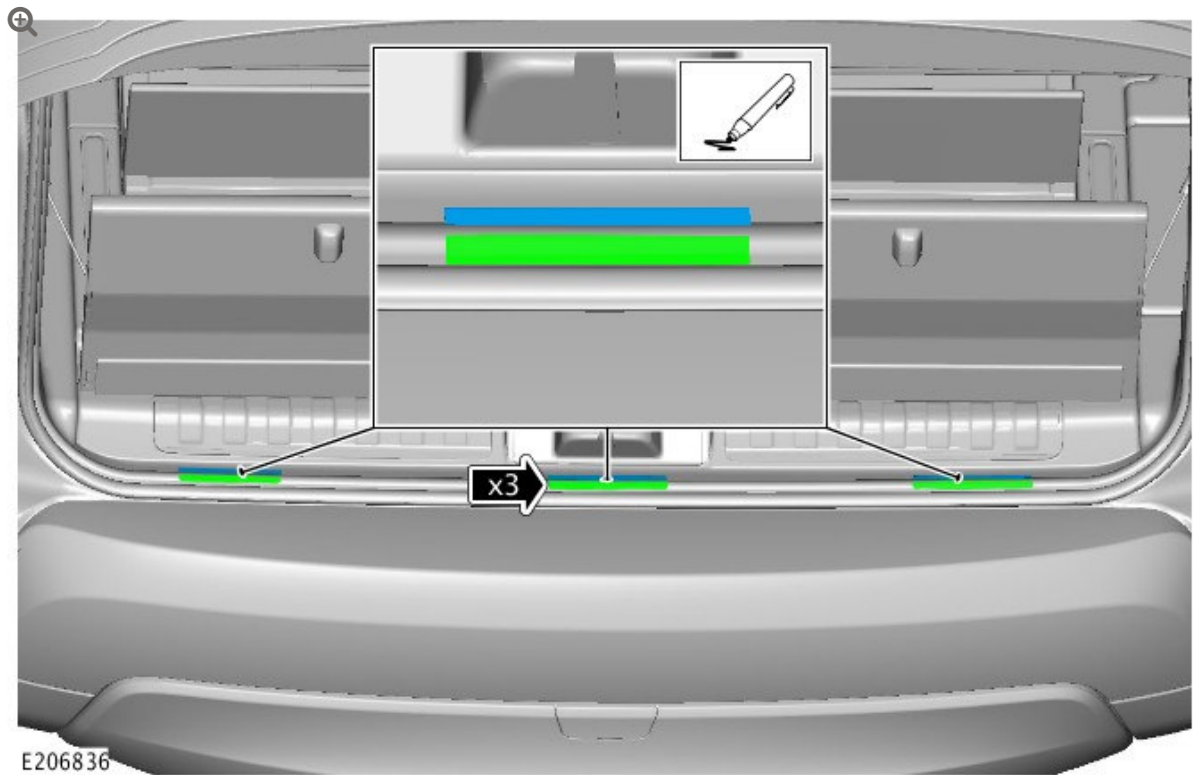
Tighten the tailgate to body bolts.

- Torque: **35 Nm**.

10

NOTE:

Apply chalk to the flat part of the seal.

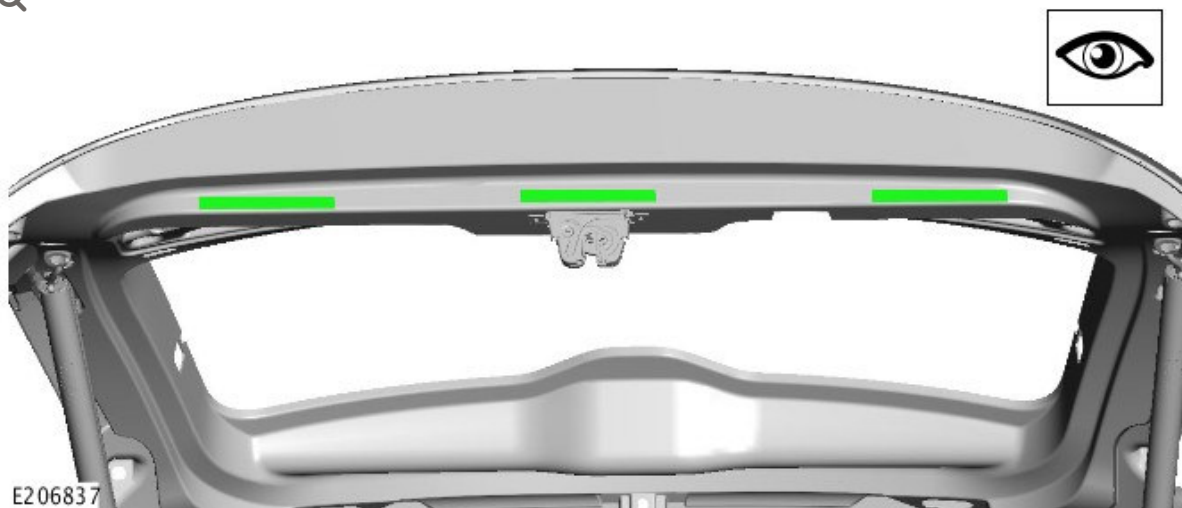


Chalk the seal where the shims are inserted.

11 Close the tailgate.

12 Open the tailgate.

13 

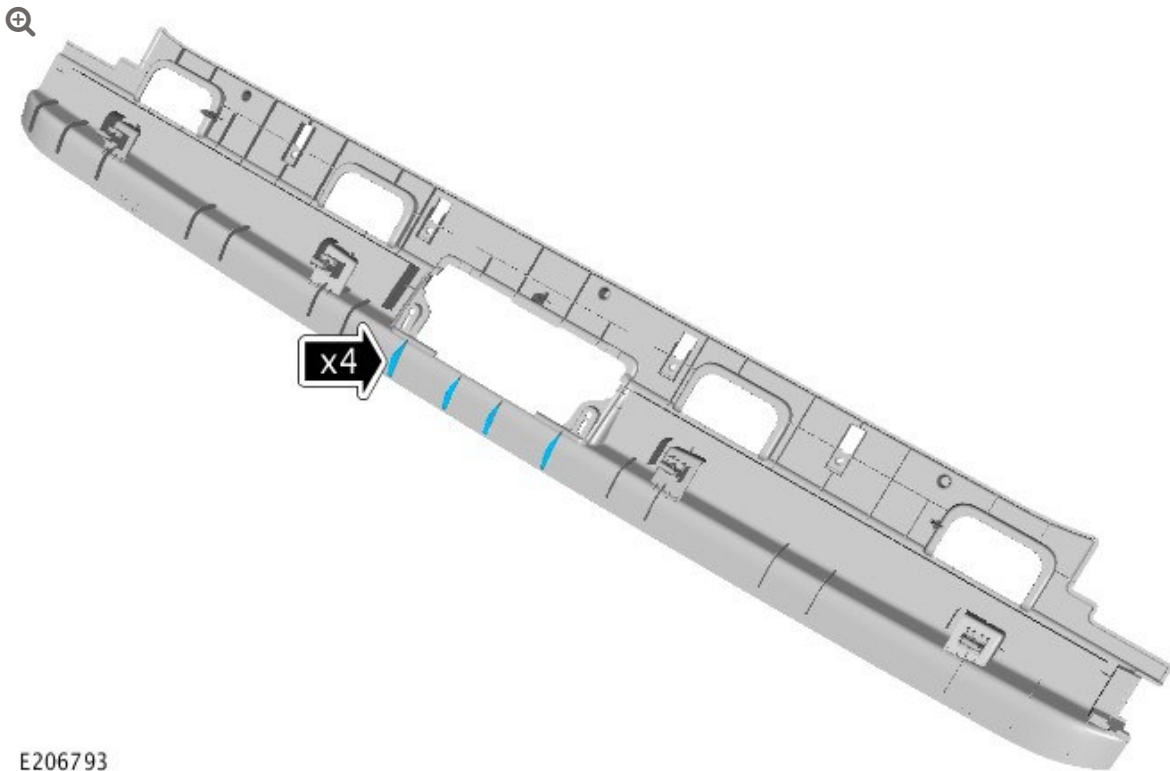


Visually inspect the tailgate.

- If chalk is not visible on the tailgate, go to Step 17.
- If chalk is visible on the tailgate, clean the chalk from the tailgate and go to Step 14.

14 Remove the tailgate scuff plate (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Rear Scuff Plate Trim Panel).

15



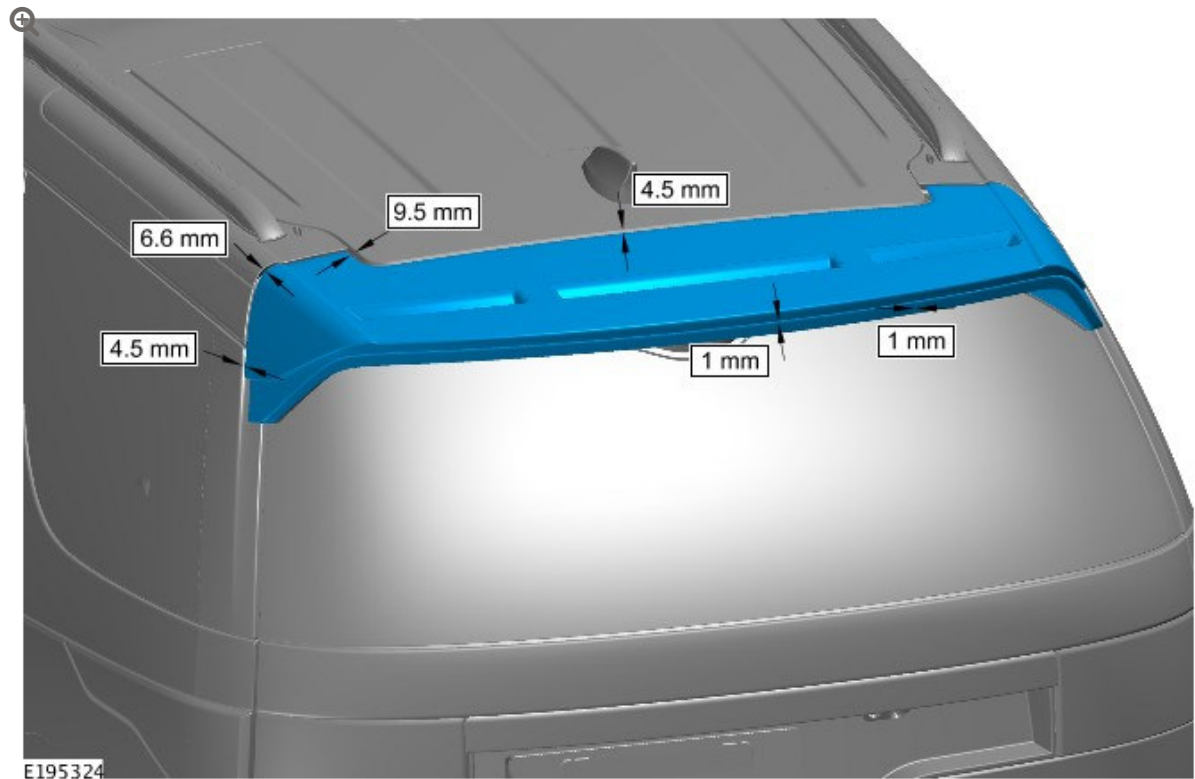
E206793

Cut and discard the 4 ribs shown.

16 Install the tailgate scuff plate (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Rear Scuff Plate Trim Panel).

17 Check that the tailgate operates correctly.

18



Visually check the rear spoiler alignment.

- If the rear spoiler alignment is correct, go to Step 19.
- If the rear spoiler alignment is not correct, adjust the rear spoiler alignment (see TOPIx Workshop Manual section 501-03: Exterior Trim and Ornamentation - Rear Spoiler [steps 5-9 of the installation procedure]).

19

NOTE:

Do not discard the shims; they can be retained for this repair procedure on other affected vehicles.

Remove the 3 shims from the tailgate seal.

20 Release the vehicle.