

Reference	SSM73853
Models	F-PACE / X761
Title	F-PACE / X761 - Rear tailgate touches trim and / or soft close not working
Category	Body
Last modified	19-Apr-2018 00:00:00
Symptom	111000 Body Panel(s)/Unibody
Attachments	F-PACE X761 - Tailgate alignment.pdf

Content**Issue:**

F-PACE / X761 17my onwards. Customers report scratches to the tailgate closing panel trim and latch. See attached pictures of the scratches to the trim. The 'Soft Close' function may also not work.

Cause:

The tailgate hinge fixings have relaxed causing the tailgate to be out of alignment and touch the closing panel trim.

Action:

Realign the Tailgate as described in TOPIx section 501-26: Body Repairs - Vehicle Specific Information and Tolerance Checks - *General Procedures* - Tailgate Alignment

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.

