



JAGUAR LAND ROVER

LTB01065NAS3

# TECHNICAL BULLETIN

13 AUG 2018

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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

This reissue replaces all previous versions. Please destroy all previous versions.

Changes are highlighted in blue

## SECTION:

501-03

## SUBJECT/CONCERN:

Tailgate Does Not Open

## AFFECTED VEHICLE RANGE:

MODEL:

MODEL YEAR:

VIN:

ASSEMBLY PLANT:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
Discovery (LR)	2017	000001-038179	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 of \$5.20 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	\$5.20 USD

## WARRANTY:

### △ NOTES:

\* - an allowance of \$5.20 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 the Jaguar Land Rover claims submission system 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 JLR claims submission system 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
Shim insert and inspect	76.19.72	0.1	42	LR080287
Hinge adjustment and inspect	76.19.73	0.1	42	LR080287
Tread plate modification and inspect	76.19.74	0.5	42	LR080287
Tailgate - Spoiler - Inspect and adjust	76.19.75	0.2	42	LR080287
Deployable luggage compartment floor operating arm - Renew	76.19.89.37	0.2	42	LR082856

### △ NOTE:

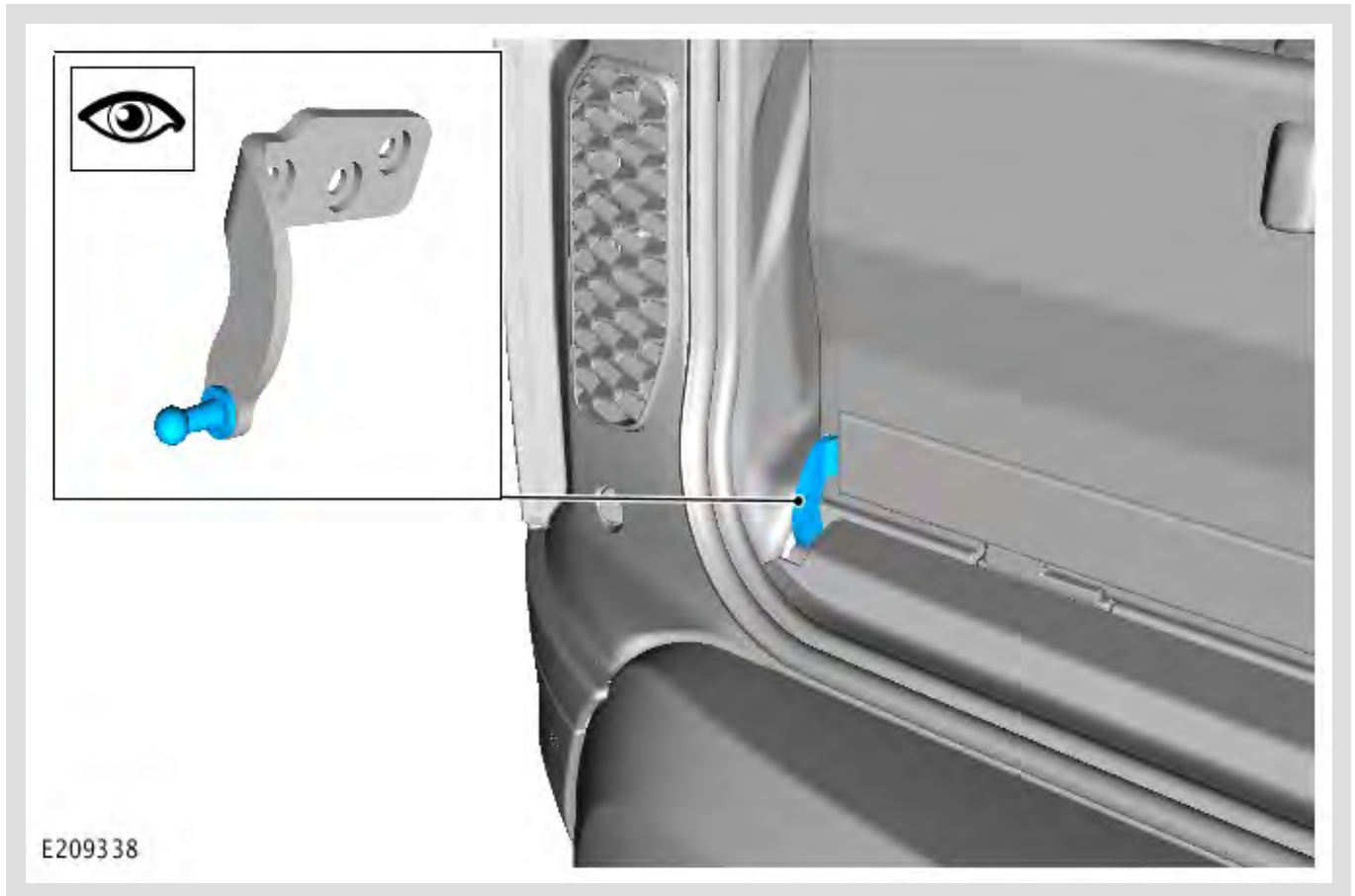
Normal Warranty procedures apply.

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.



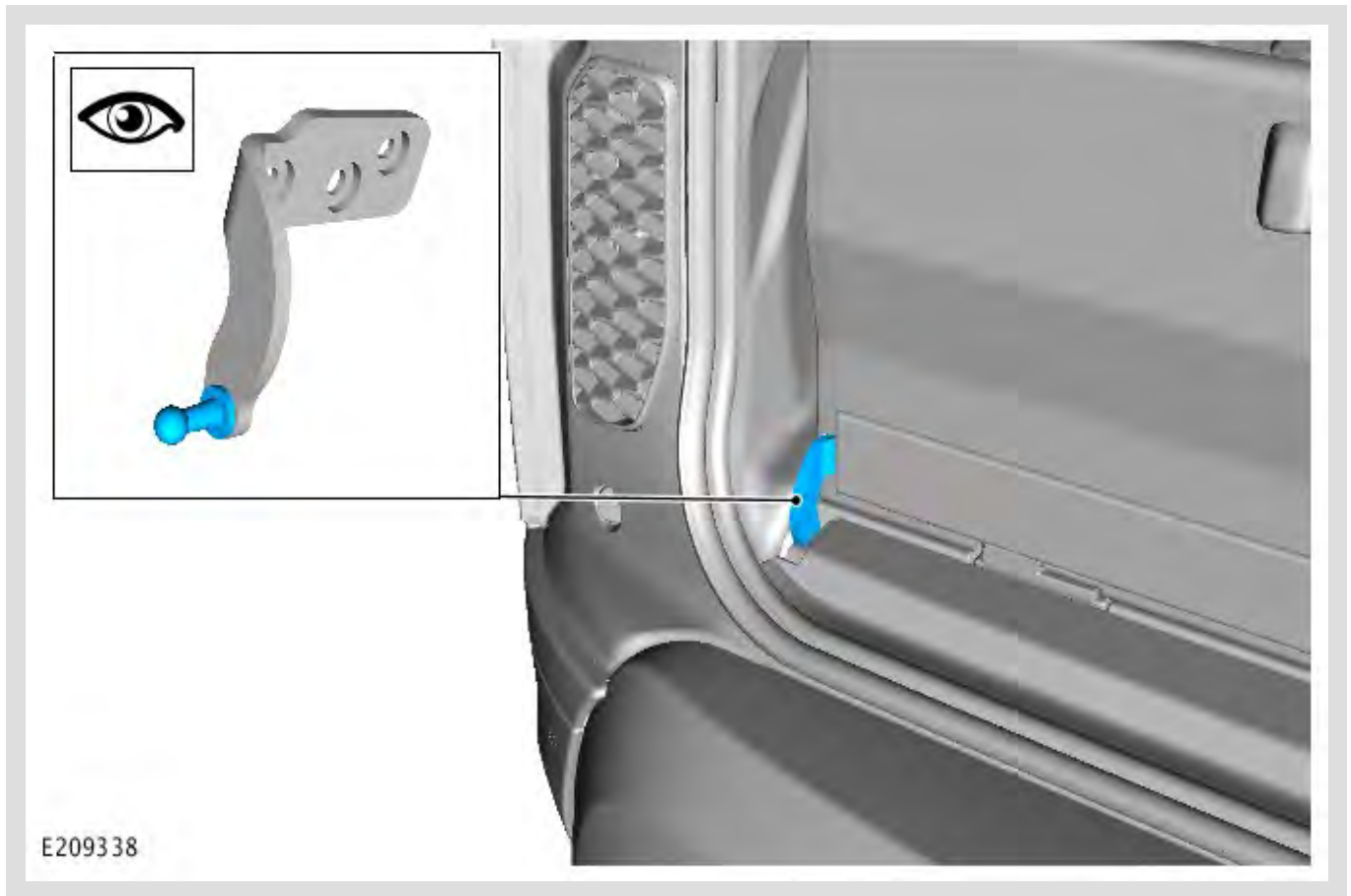
Example: deployable luggage compartment floor operating arm damage.

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2 Open the tailgate.

---

3



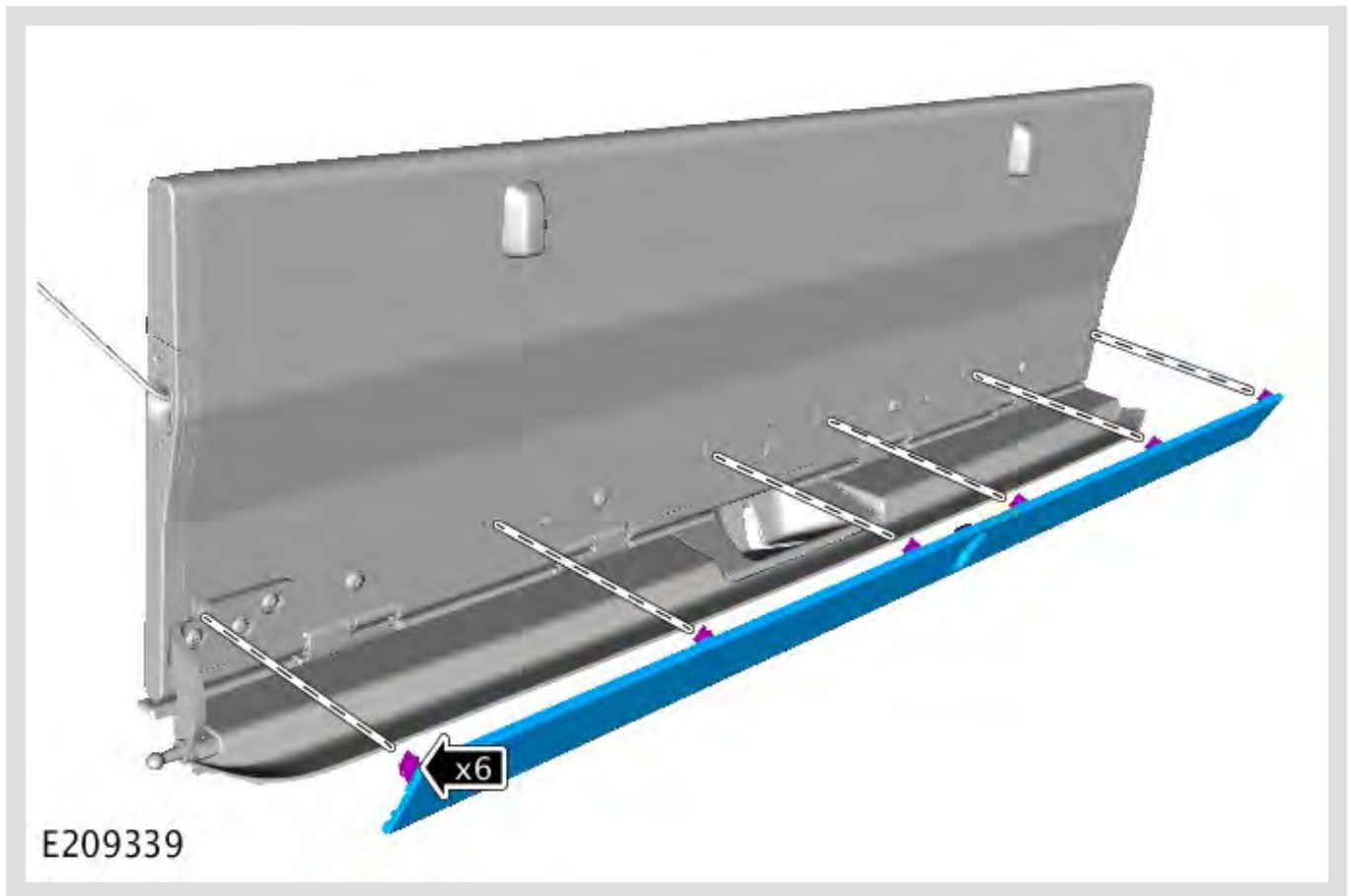
Inspect the deployable luggage compartment floor operating arm for damage (cracks/fractures).

- **VIN 011189-017814** - no further action required.
  - Release the vehicle.
- **VIN 000001-011188** - go to WORKSHOP PROCEDURE 'B'.

4

△ NOTE:

Component shown removed for clarity.

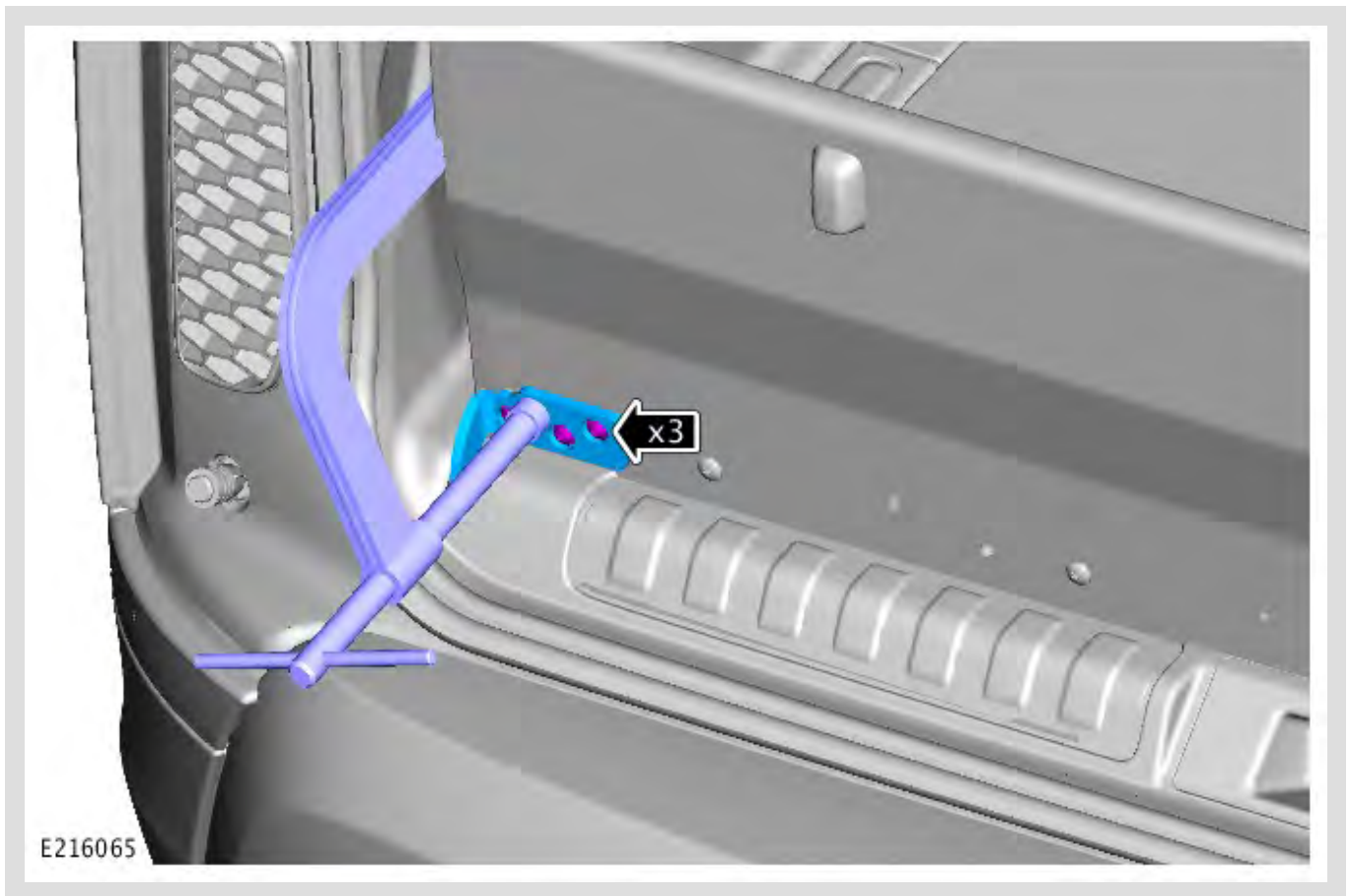


Remove the deployable luggage compartment floor trim.

5

**ⓘ CAUTIONS:**

- Do not overtighten the clamping tool.
- Use only hand tools for this step.

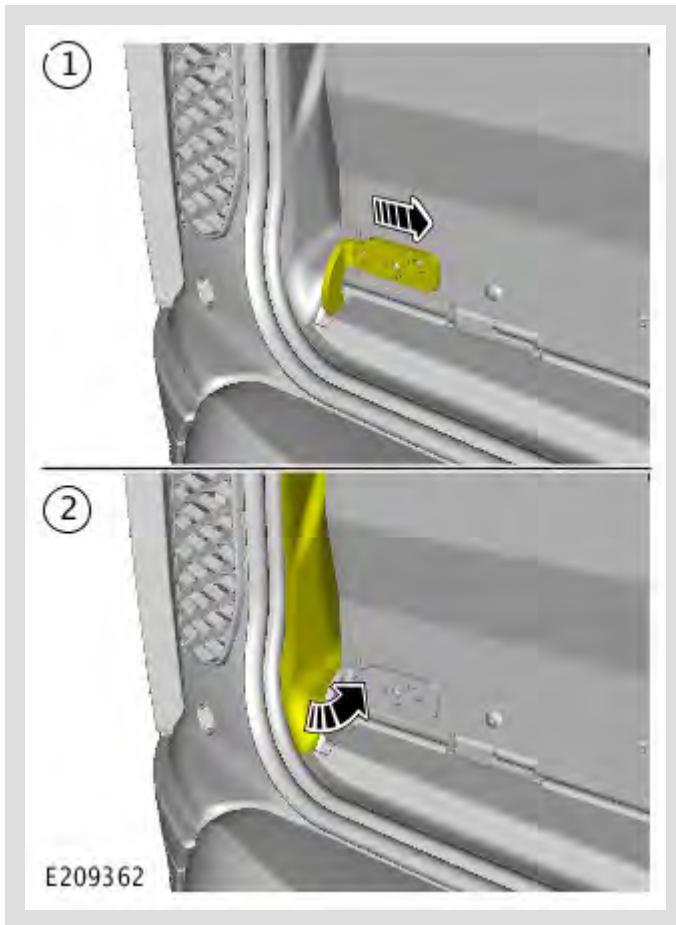


Apply low pressure to the deployable luggage compartment floor operating arm.

- 1 Remove and discard the deployable luggage compartment floor operating arm retaining bolts.
- 2 Remove the clamp from the deployable luggage compartment floor.



6



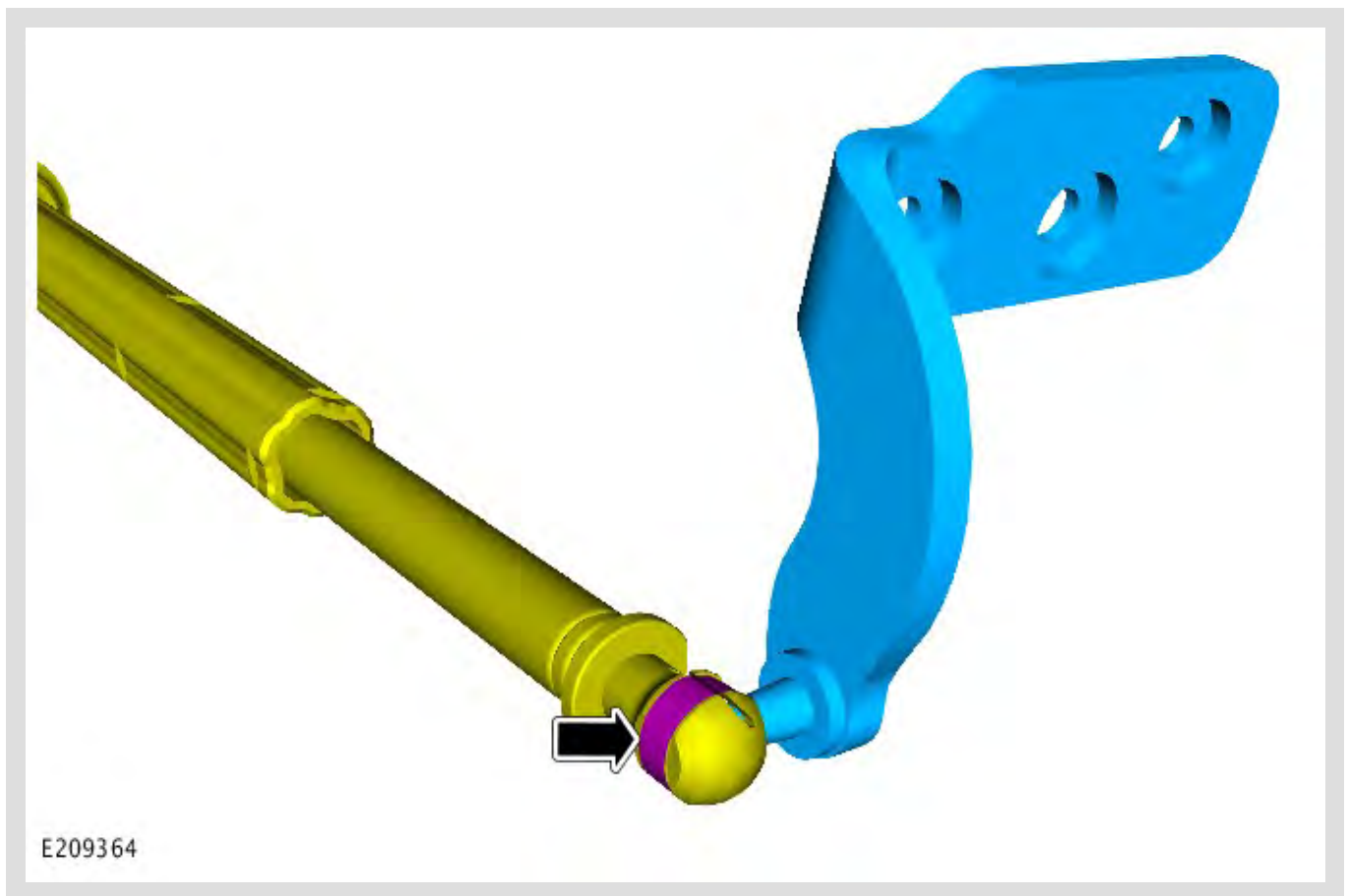
Position the deployable luggage compartment floor operating arm to the side.

- Position the loadspace left trim panel to the side.

7

 **NOTE:**

Component shown removed for clarity.



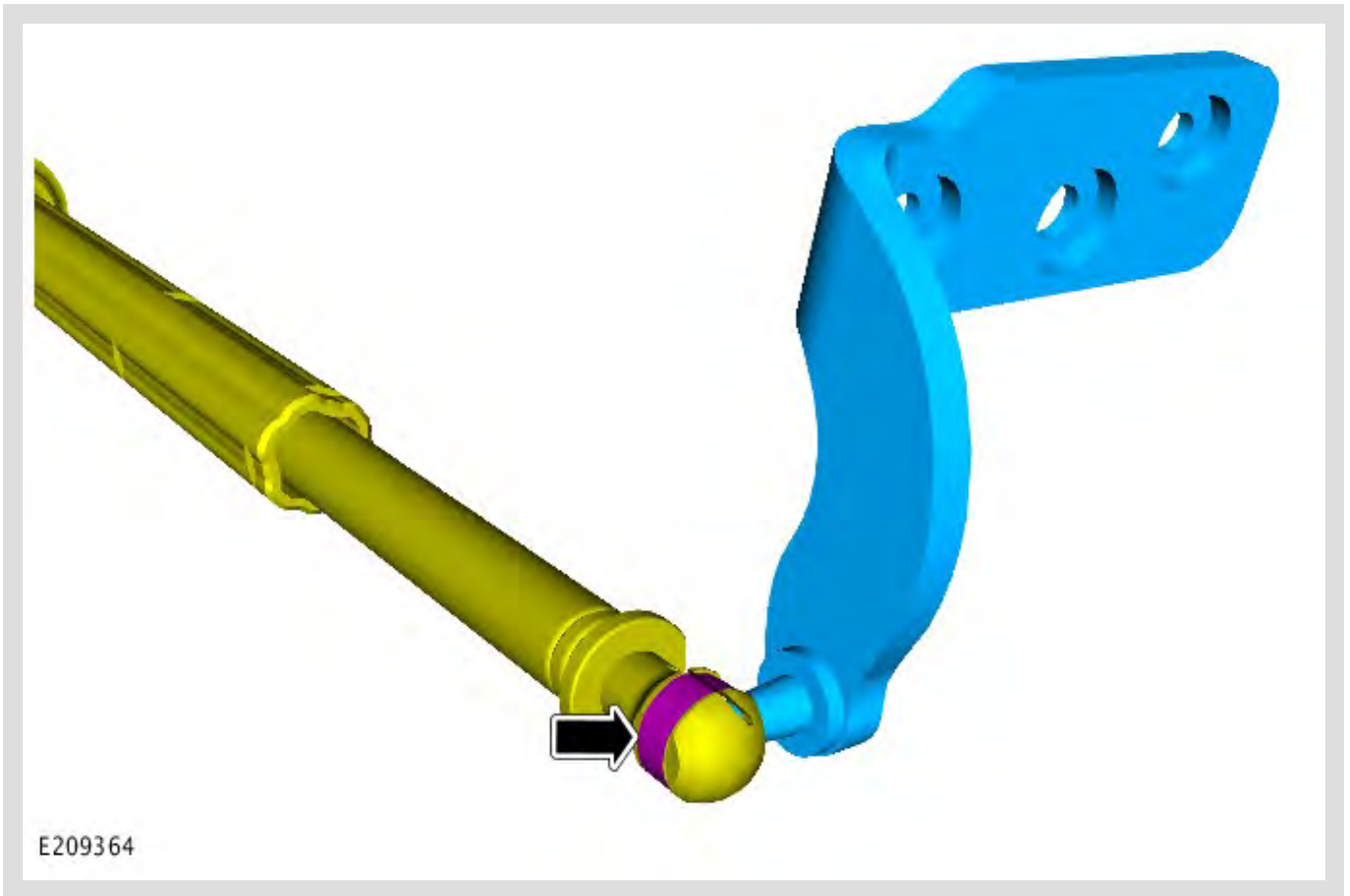
Use a suitable tool to remove the retaining clip.

- 1 Remove the deployable luggage compartment floor operating arm.

8

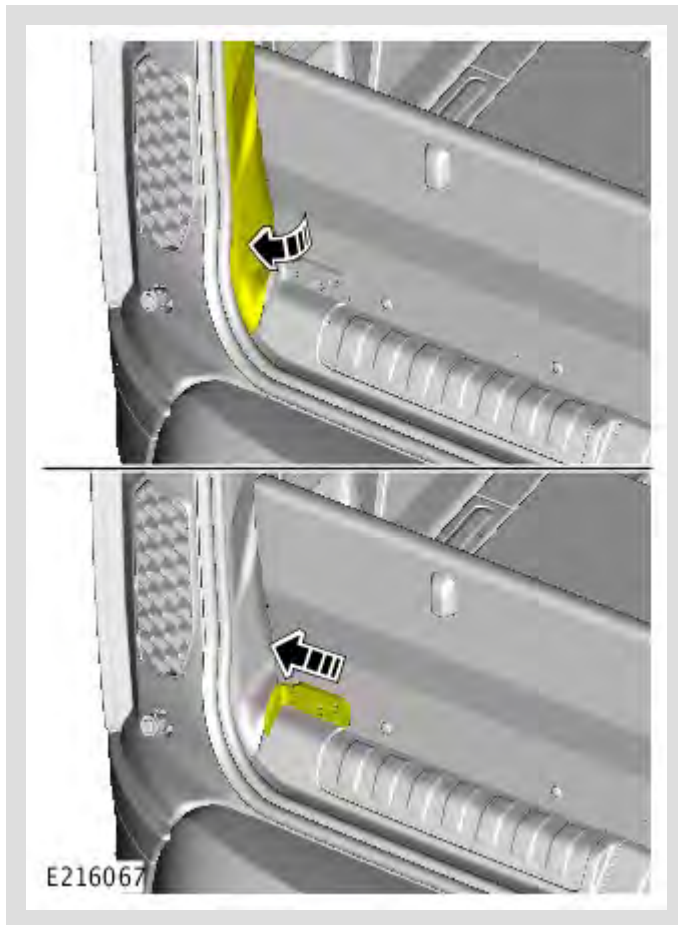
 **NOTE:**

Component shown removed for clarity.



Install the deployable luggage compartment floor operating arm.

9



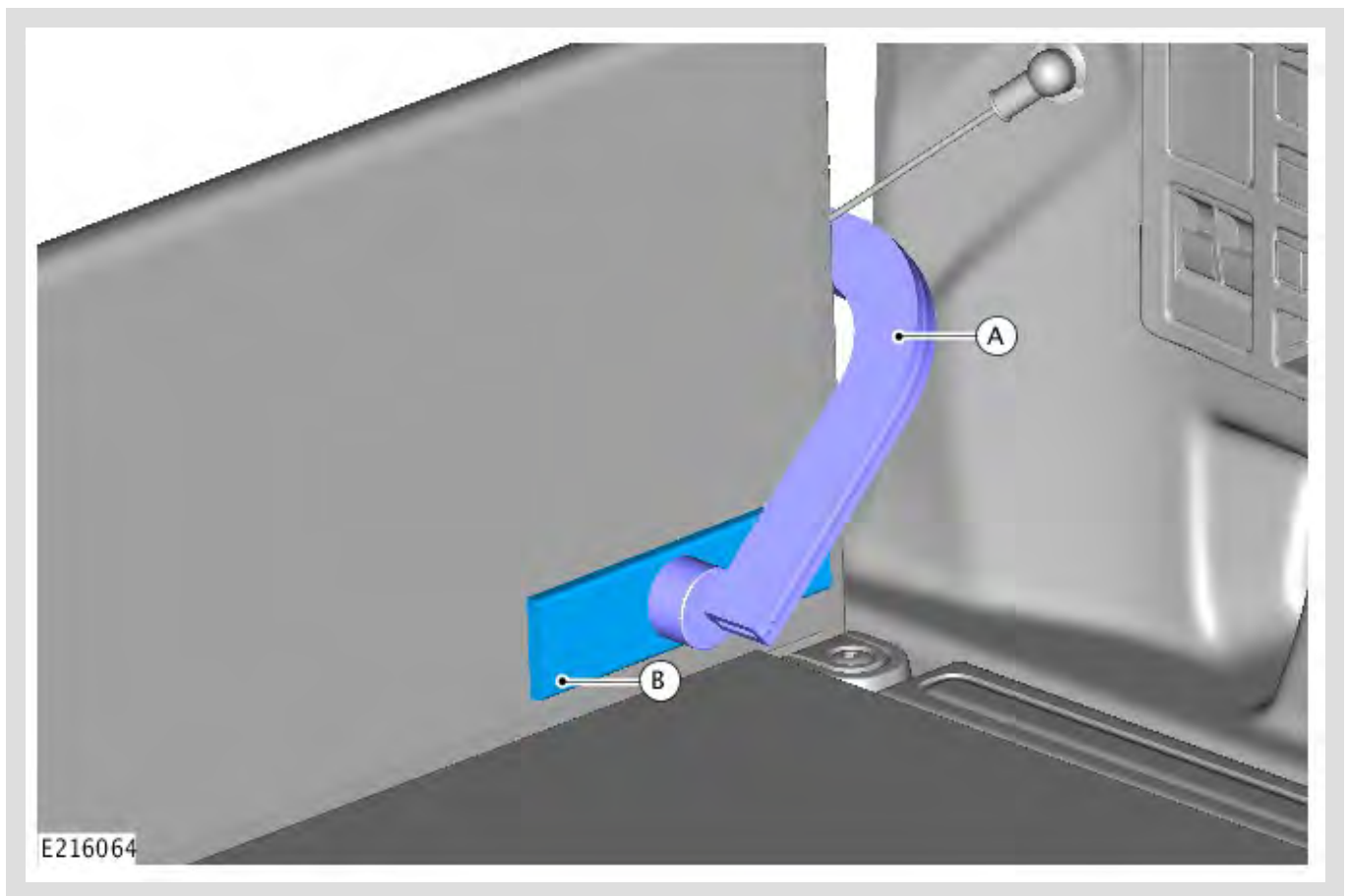
Position the deployable luggage compartment floor operating arm to one side.

- 1 Position the loadspace left trim panel to one side.

10

**ⓘ CAUTION:**

Use a suitable hard protective material **(B)** to make sure the deployable luggage compartment floor is not damaged.

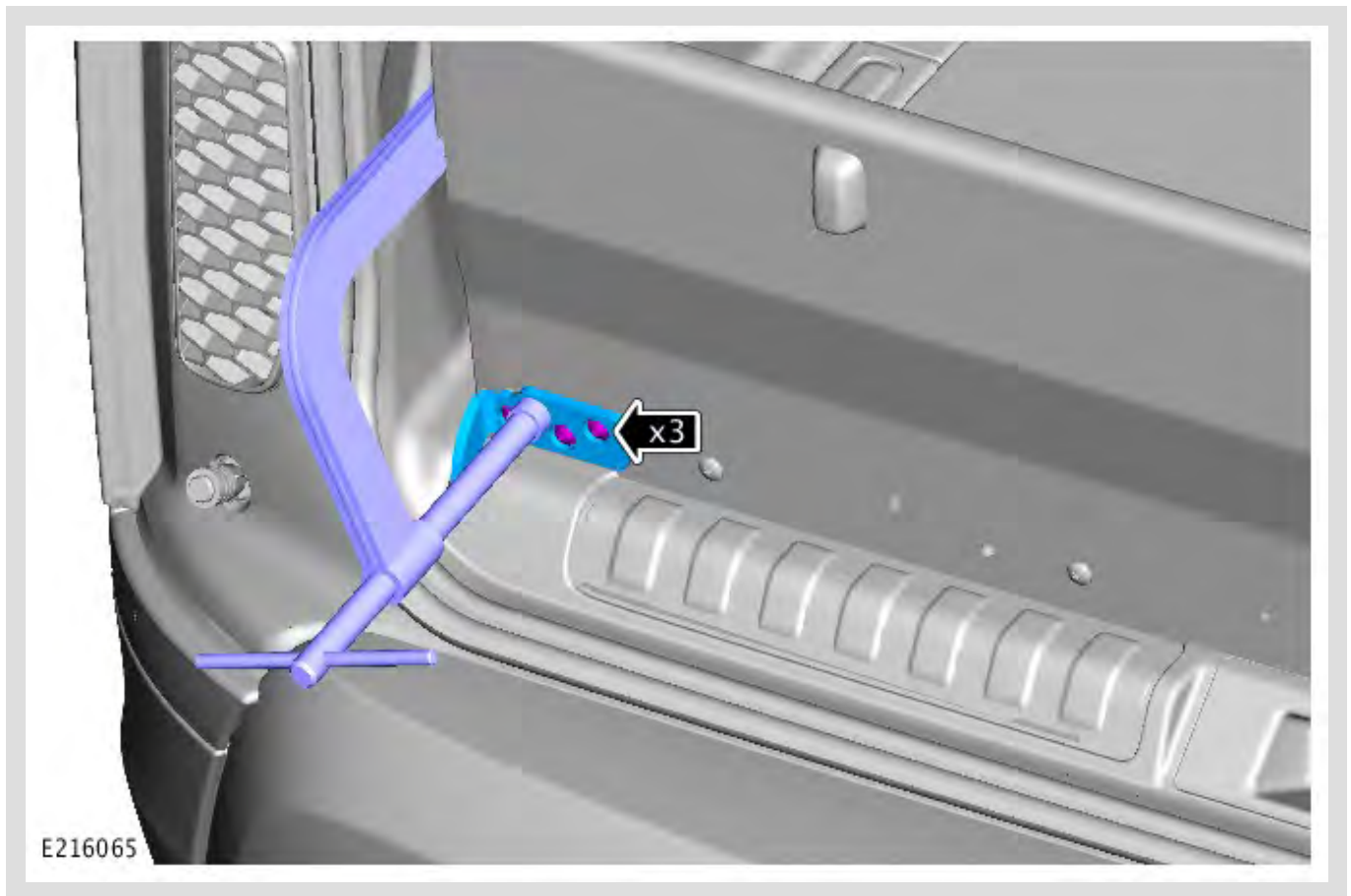


Install a suitable clamping tool **(A)**, such as a G-clamp, to the deployable luggage compartment floor and operating arm.

11

### ⓘ CAUTIONS:

- Do not overtighten the clamping tool.
- Only use hand tools to complete this step.



Apply low pressure to the deployable luggage compartment floor operating arm.

**1** Install the new deployable luggage compartment floor operating arm retaining bolts.

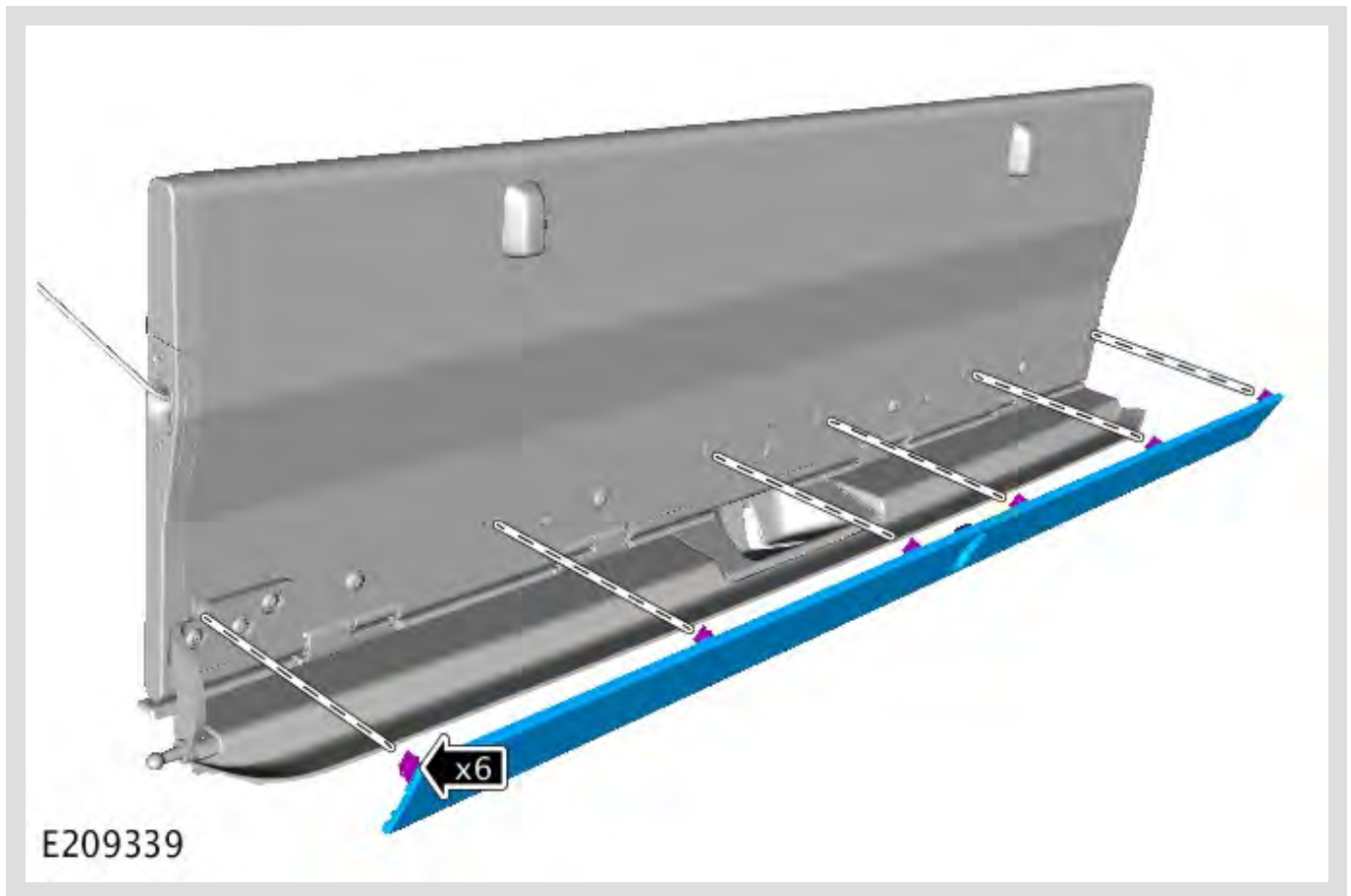
- Torque: **10 Nm**

**2** Remove the clamp.

12

**NOTE:**

Component shown removed for clarity.



Install the deployable luggage compartment floor trim.

13 Close the tailgate.

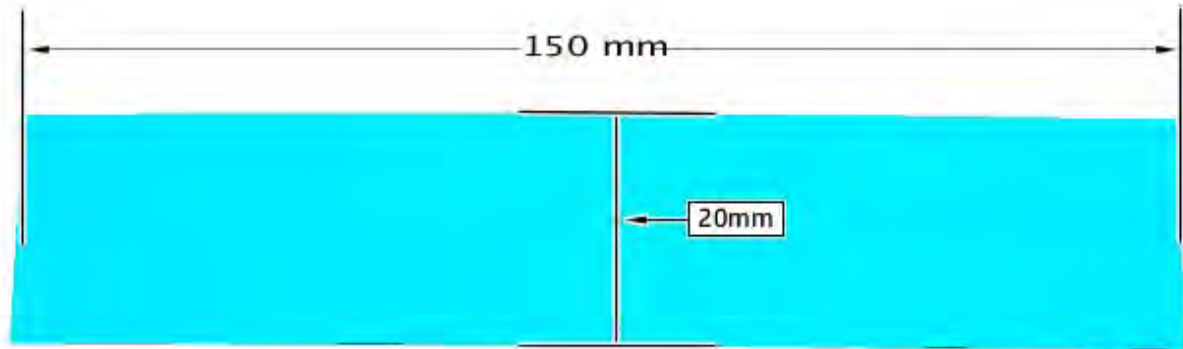
- **VIN 011189-017814** - no further action required.
  - Release the vehicle.
- **VIN 000127-011188** - go to WORKSHOP PROCEDURE 'B'.

WORKSHOP PROCEDURE 'B': VIN 000001-011188 ONLY

**NOTE:**

Applicable to VIN 000001-011188 ONLY.

1



E206794

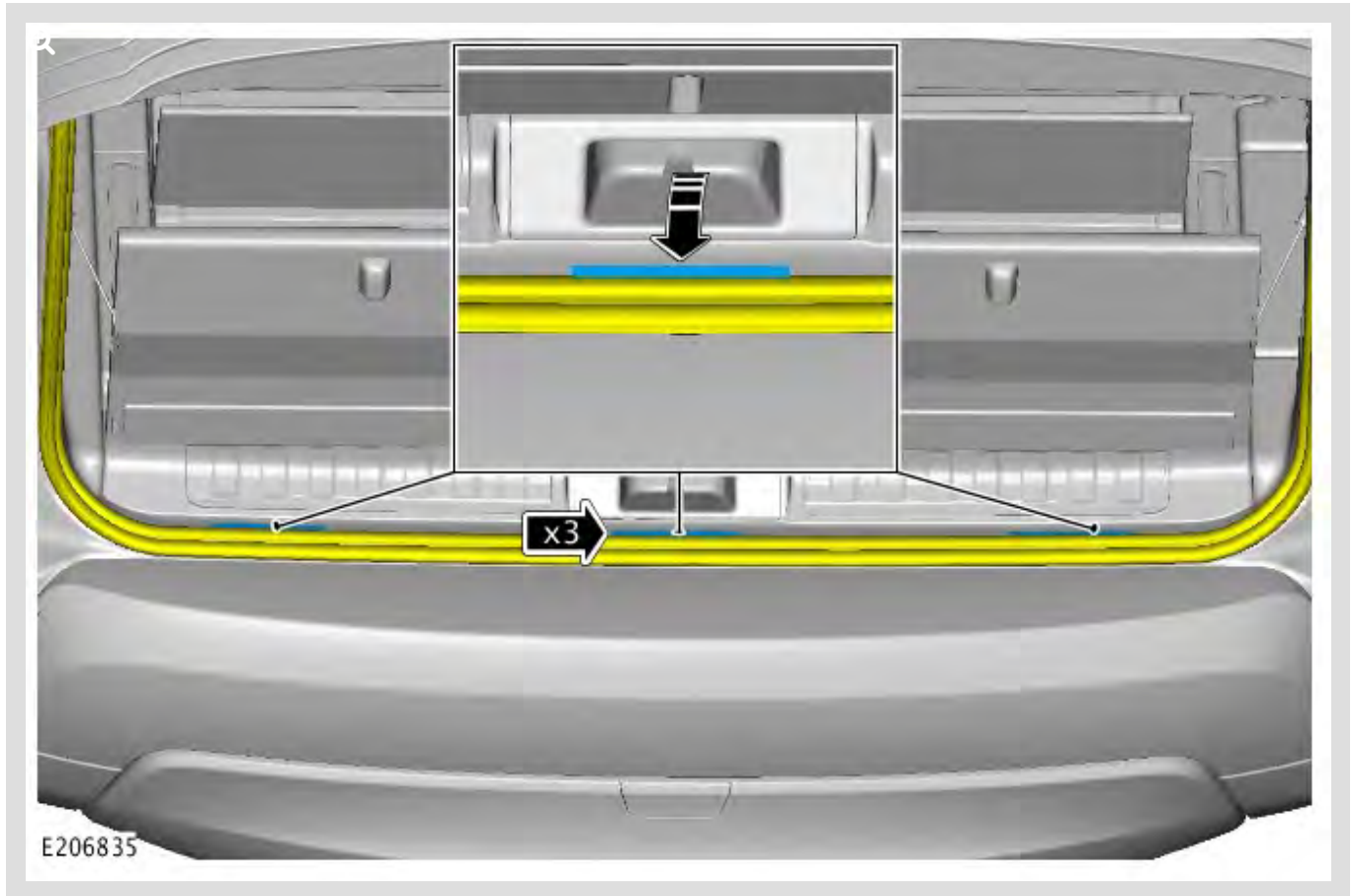
Cut 3 pieces of ABS material.

- 150mm length x 20mm width

2 Open the tailgate.



3

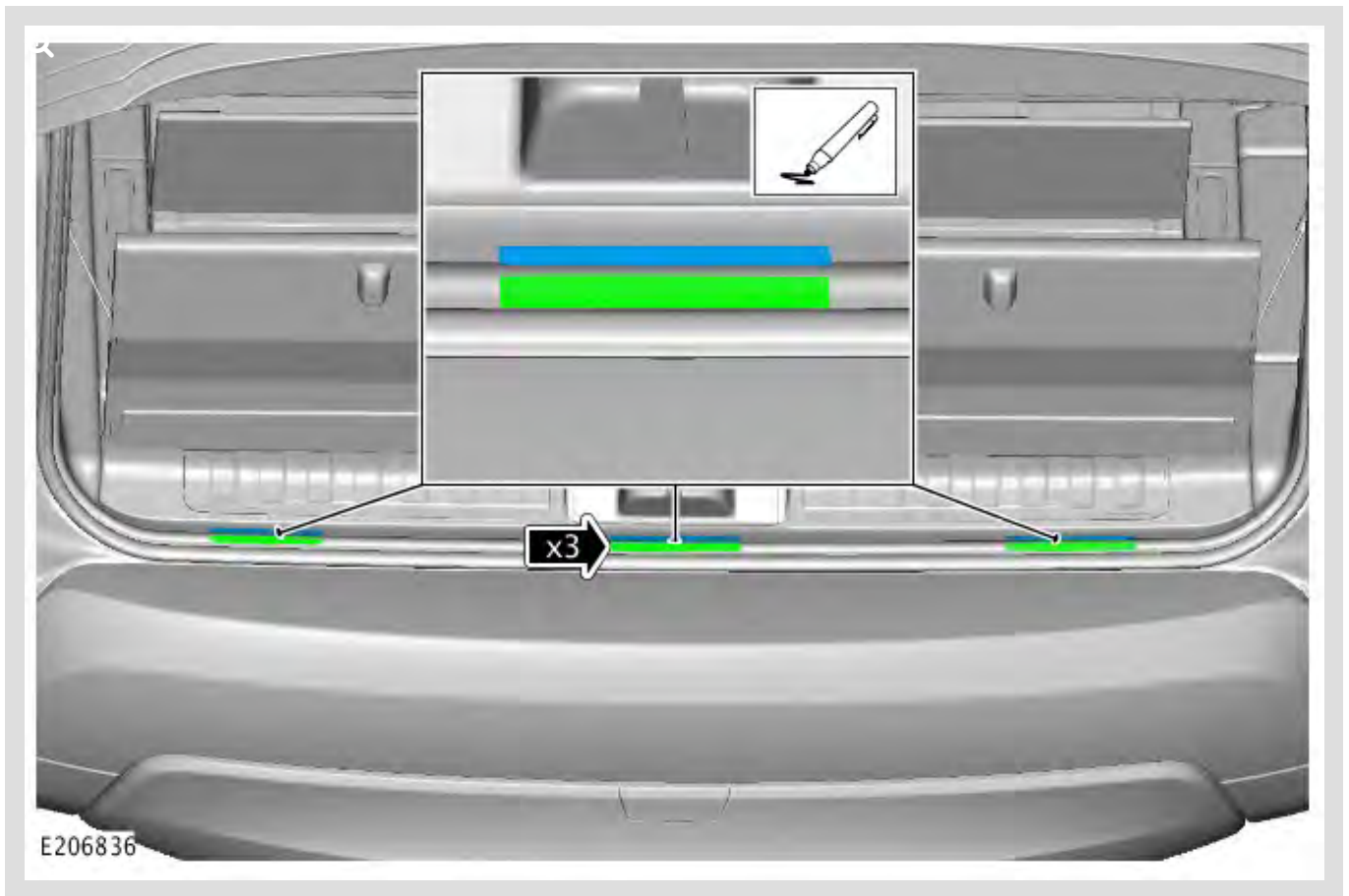


Insert the 1 shim under the tailgate seal in each position shown.

4

 **NOTE:**

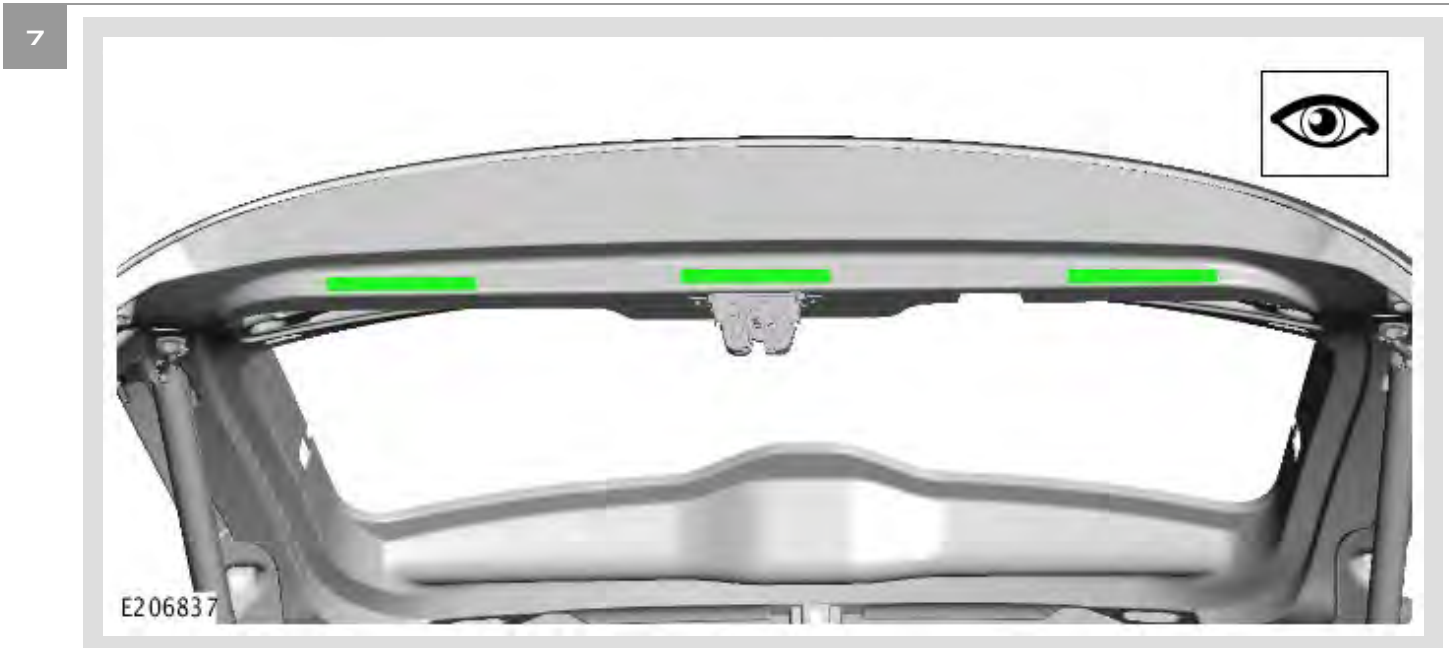
Apply chalk to the flat part of the seal.



Chalk the seal where the shims are inserted.

5 Close the tailgate.

6 Open the tailgate.



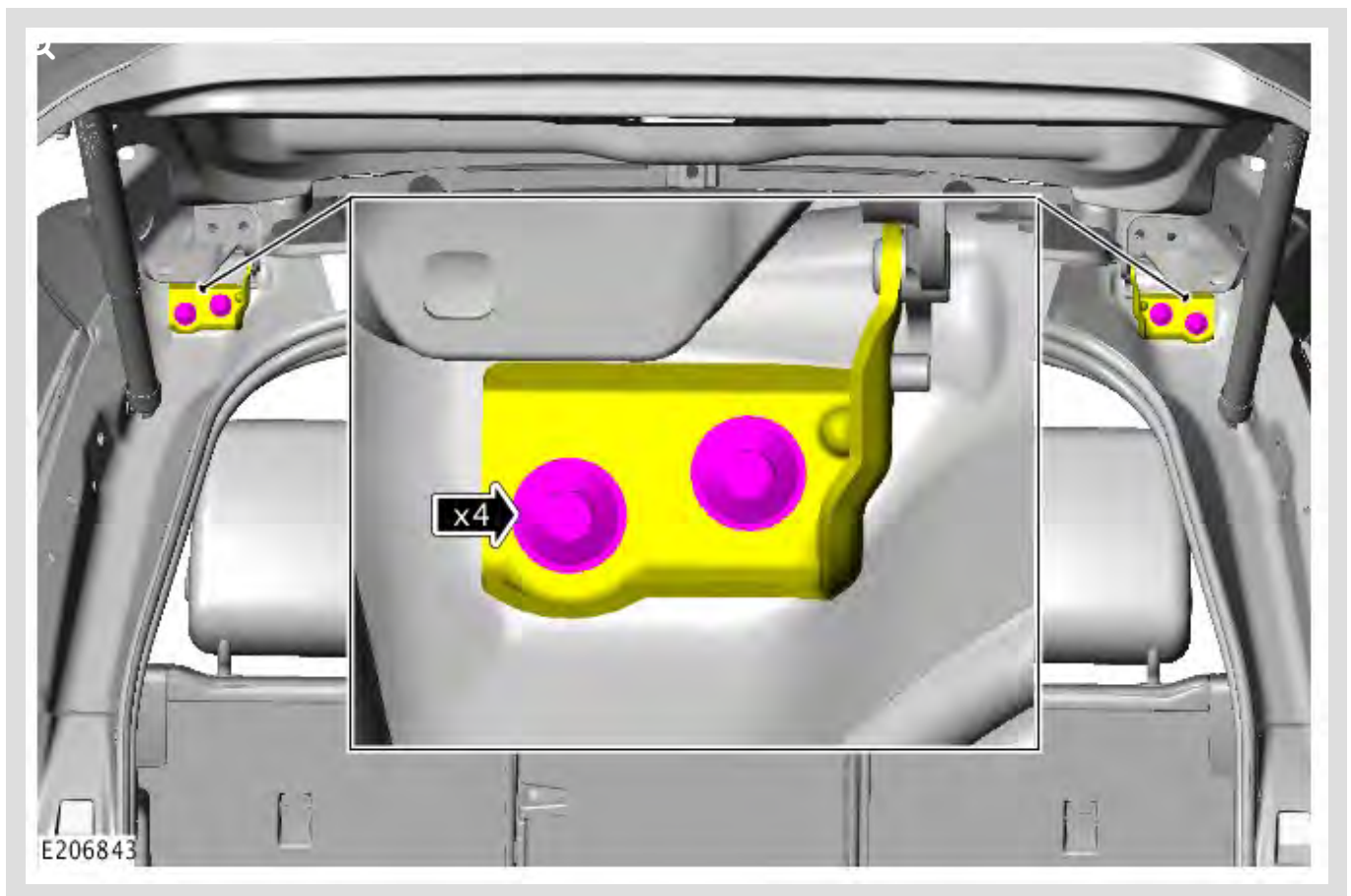
Visually inspect the tailgate.

- 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

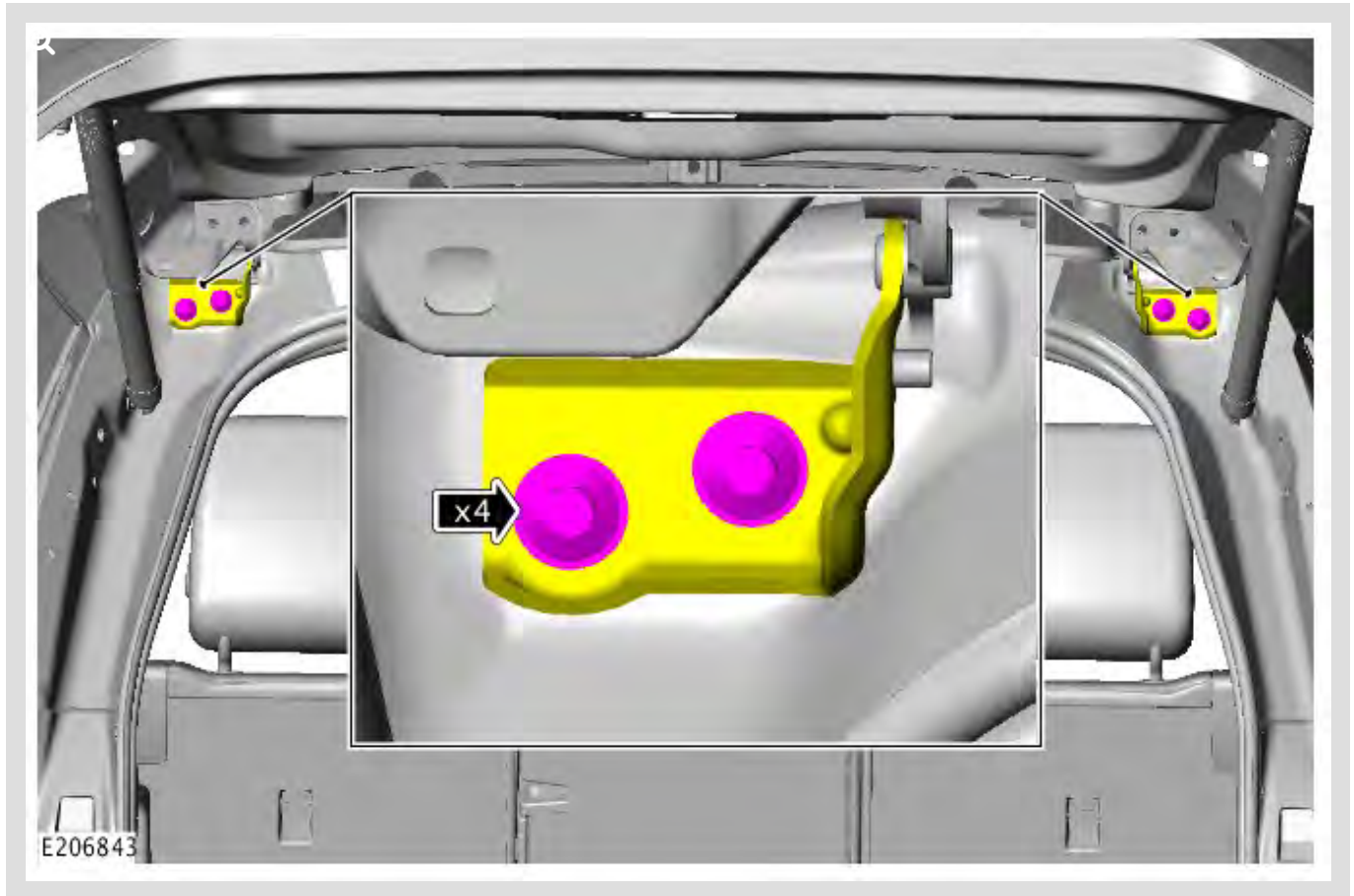
### NOTES:

- 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



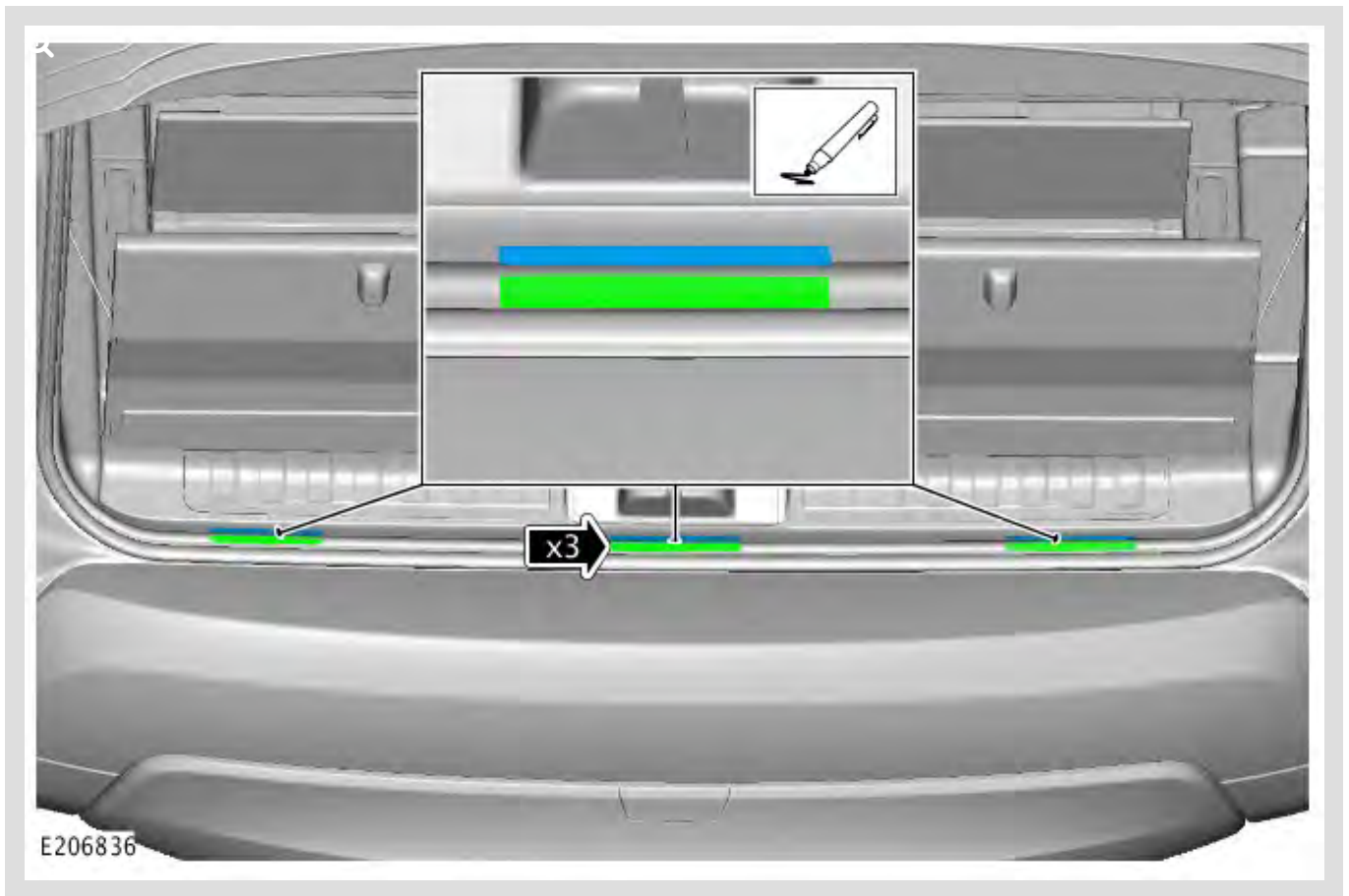
Tighten the tailgate to body bolts.

- Torque: **35 Nm**.

10

△ NOTE:

Apply chalk to the flat part of the seal.

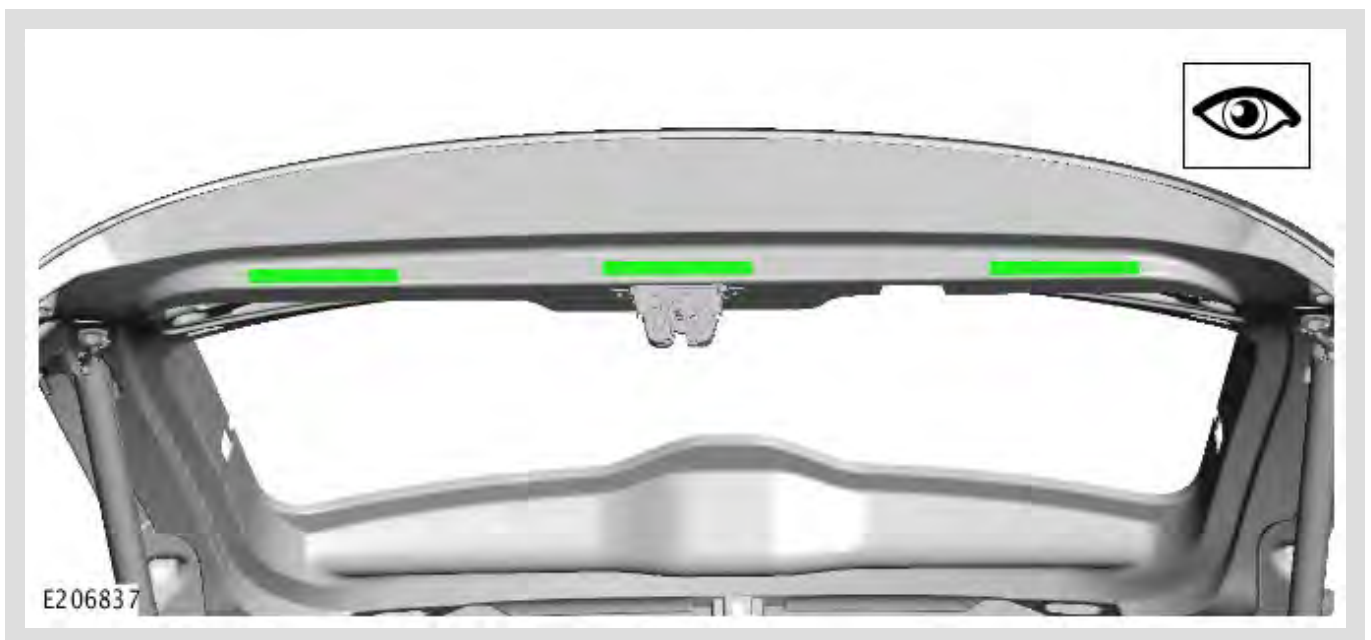


Chalk the seal where the shims are inserted.

11 Close the tailgate.

12 Open the tailgate.

13



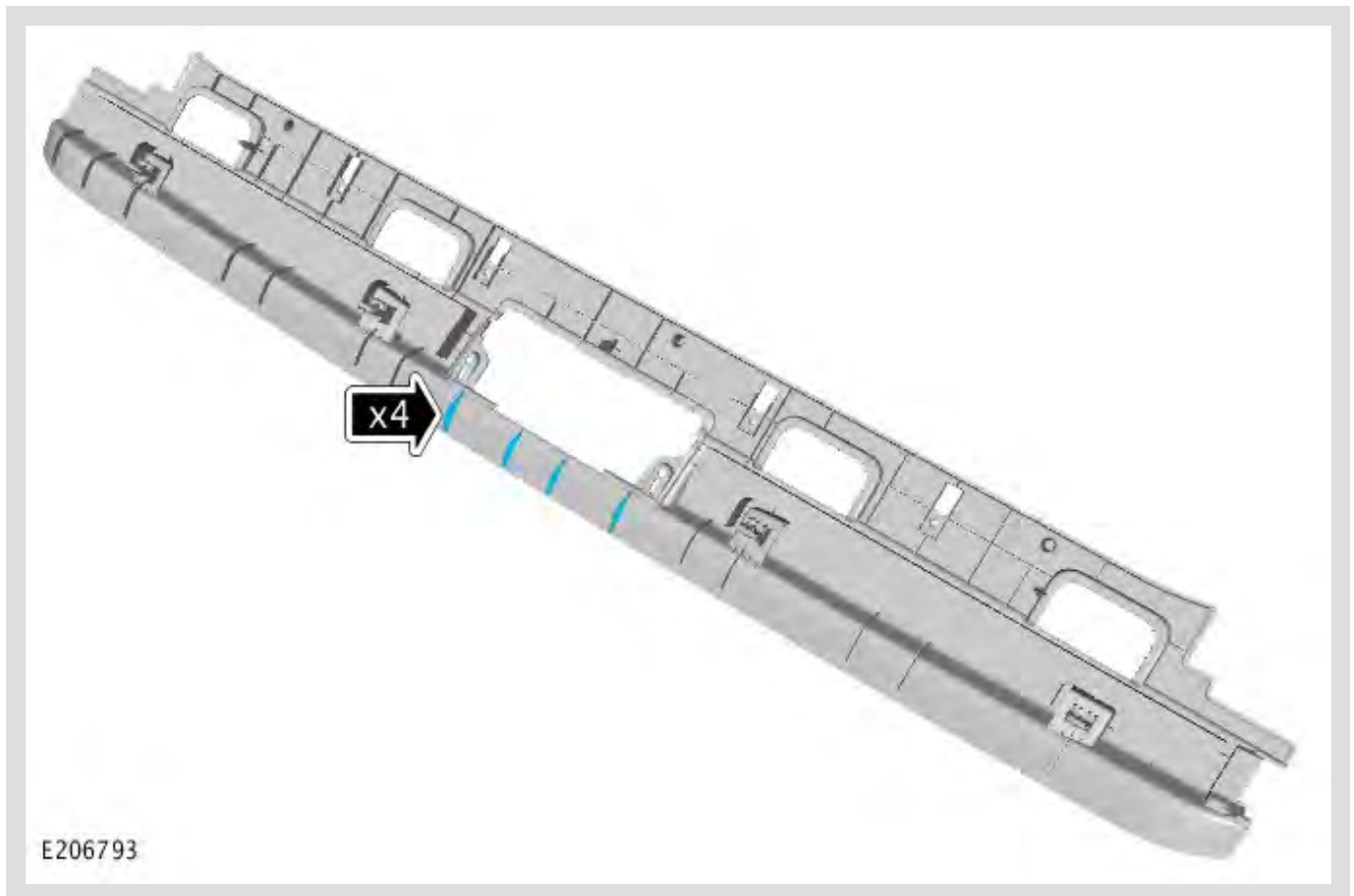


Visually inspect the tailgate.

- 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**



Cut and discard the 4 ribs shown.

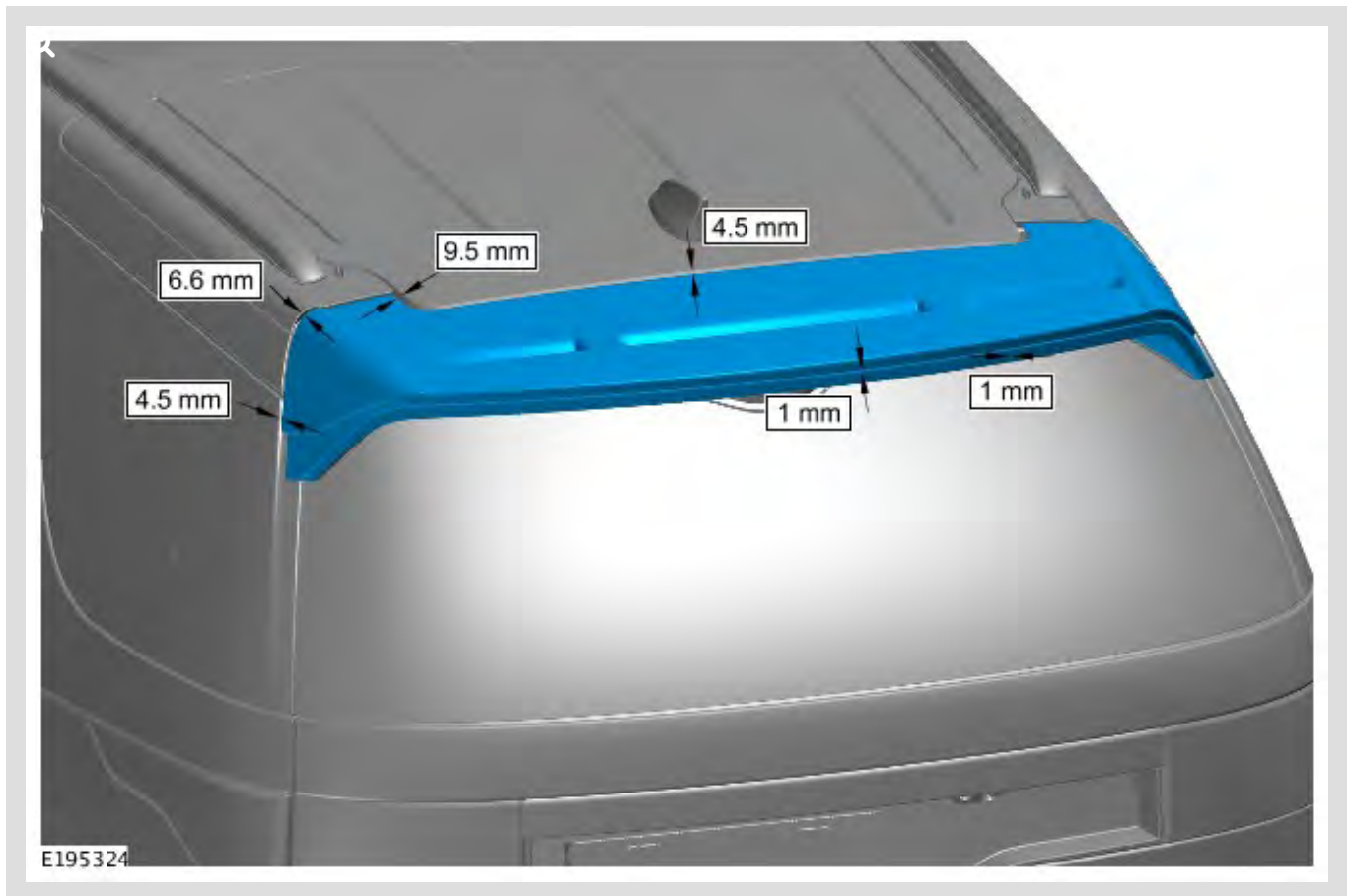
**16** Install the tailgate scuff plate (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Rear Scuff Plate Trim Panel).

**17** Check that the tailgate operates correctly.

- If the tailgate does operate correctly, go to Step 18.

- If the tailgate does not operate correctly, continue diagnosis (see TOPIx Workshop Manual section 501-03: Diagnosis and Testing - Body Closures - Tailgate Upper/Lower)

18



Visually inspect 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.