

Reference	SSM72703
Models	Range Rover Evoque / L538
Title	Range Rover Evoque Tailgate Drop
Category	Body
Last modified	26-Jul-2018 00:00:00
Symptom	111000 Body Panel(s)/Unibody
Attachments	1111SSM detail.pdf

ContentIssue:

A customer may express one of the following concerns with the tailgate:

- Functionality – difficult to open/close.
- Contact between the tailgate and other panels resulting in paint rub.
- Damaged tailgate latch cover and/or striker.

Symptoms can be similar to:

- Fig. 1 - Damage to the tailgate latch cover. This is caused by interference with the Striker as shown in Fig. 2.

Note: Powered tailgate variants may lose calibration and will require manual intervention.

- Fig. 3 - Visual differences of the tailgate aperture gaps – the customer will experience styling lines out of alignment. This can be measured to reinforce the customer's concern.
- Fig. 4 - Visual differences with tailgate flush to body.
- Fig. 5 - Touch conditions with various areas such as the tailgate touching the rear lamps.

Cause:

The tailgate has dropped due to torque relaxation at the tailgate hinge – to – body mounting.

Action:

TOPIx references:

- 501-03 Body Closures.
- 501-14 Handles, Locks, Latches and Entry Systems.
- 501-26 Body Repair - Vehicle Specific Information and Tolerance Checks
- Re-align the tailgate as per the TOPIx sections above.

Check the gaps and flush measurements of the tailgate and make sure that the tailgate is central to the aperture. Tailgate latch covers can now be ordered separately to the latch. The service part number is:

- LR094065

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.