

<b>Reference</b>	SSM72796
<b>Models</b>	Discovery Sport / L550
<b>Title</b>	L550 - Discovery Sport Tailgate Alignment Issues
<b>Category</b>	Body
<b>Last modified</b>	16-May-2018 00:00:00
<b>Symptom</b>	111000 Body Panel(s)/Unibody
<b>Content</b>	<p><u>Issue:</u> Retailers are reporting tailgate alignment and alignment related issues.</p> <p><u>Cause:</u> Root cause requires further investigation.</p> <p><u>Action:</u> Please raise an EPQR detailing where possible:</p> <ul style="list-style-type: none"> <li>• The original reason for the investigation (customer symptom).</li> <li>• Any functional issues affected.</li> <li>• Photographs of the issue(s) including the whole tailgate in the closed position.</li> <li>• Measurements of gap &amp; flush data.</li> </ul> <p>TOPIx workshop manual WSM-19551</p> <ul style="list-style-type: none"> <li>• 501-03: Body Closures. General Procedures. 76.28.31.</li> <li>• 501-26: Body Repairs. Vehicle Specific Information and Tolerance Checks.</li> <li>• Description and Operation.</li> <li>• Body and Frame. Gap and Profile Measurement.</li> </ul> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>