



JTB00686NAS1

# TECHNICAL BULLETIN

04 MAR 2019

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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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

## INFORMATION

### SECTION:

418-02

### SUBJECT/CONCERN:

Poor Ground Contact For Tailgate Wiring Harness

### AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
I-PACE (X590)	2019	F60001-F67829	Graz (Austria)

### MARKETS:

## NORTH AMERICA

**CONDITION SUMMARY:****SITUATION:**

One or more of the following issues may occur:

- power tailgate inoperative;
- power tailgate will not lock;
- power tailgate will not unlock;
- rear heated windshield inoperative; and/or
- potential 12v auxiliary battery drain.

**CAUSE:**

These issues may be caused by ground point contact areas having excess paint and causing a poor contact to ground for the tailgate wiring harness.

**ACTION:**

Should a customer express any of these concerns, follow the procedure(s) below.

**PARTS:** **NOTE:**

An allowance of \$1.30 USD or local equivalent has been provided to cover the cost of the abrasive paper. Claim using Sundry Code 'ZZZ001'.

PART NUMBER	DESCRIPTION	QUANTITY
ZZZ001	Abrasive paper	\$1.30

**TOOLS:**

Refer to Workshop Manual for any required special tools.

**WARRANTY:****NOTES:**

- Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Use 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
Tailgate wiring harness - Rework	86.71.45	1.8	X2	T4K5764

**NOTE:**

Normal Warranty procedures apply.

**SERVICE INSTRUCTION:****CAUTION:**

Protect the surrounding trim to avoid damage.

**NOTES:**

- This procedure contains illustrations showing certain components removed to provide extra clarity.
- This procedure contains some variation in the illustrations depending on the vehicle specification, but the essential information is always correct.

1

**NOTE:**

Repeat this step for the other side.

Remove the A-Pillar trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - A-Pillar Trim Panel).

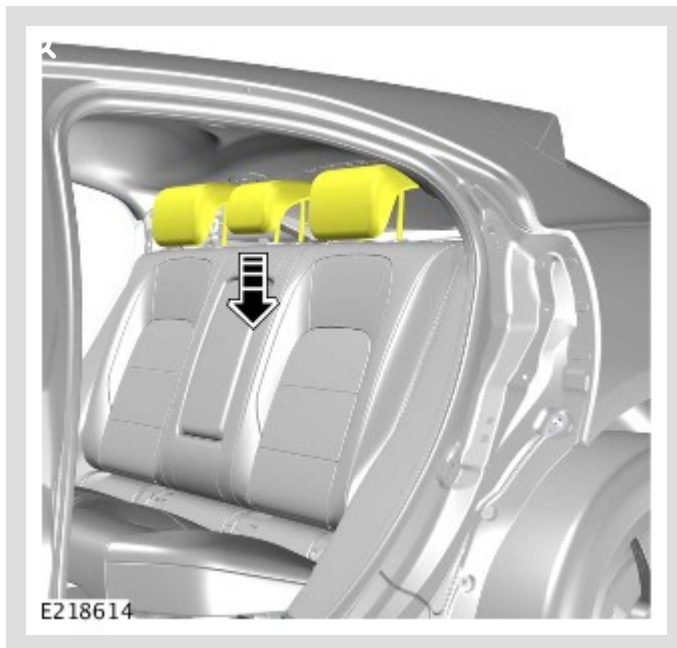
2

**NOTE:**

Repeat this step for the other side.

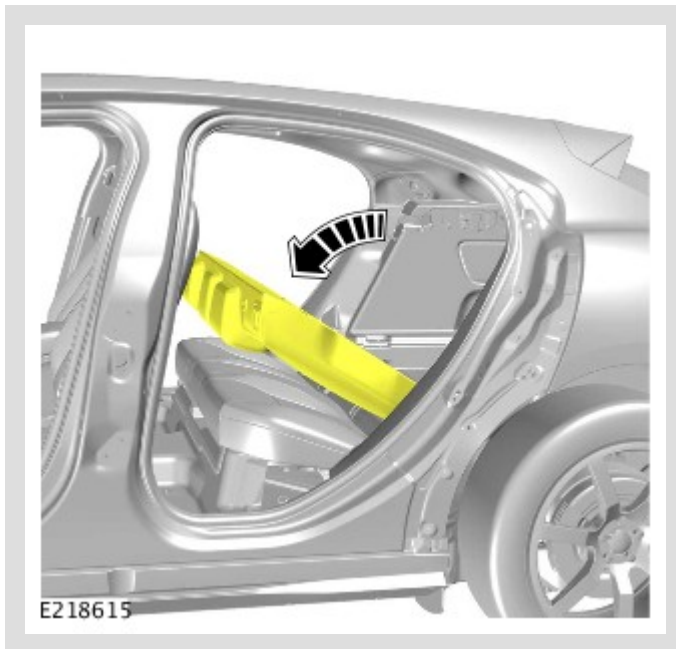
Remove the B-Pillar upper trim panel for access (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - B-Pillar Upper Trim Panel - Removal steps 7-9).

3



Lower the second row seat head restraints.

4



Fold down the second row seat backrests.

5

 **NOTE:**

Repeat this step for the other side.

Remove the C-Pillar trim panel for access (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - C-Pillar Trim Panel - Removal steps 4-9).

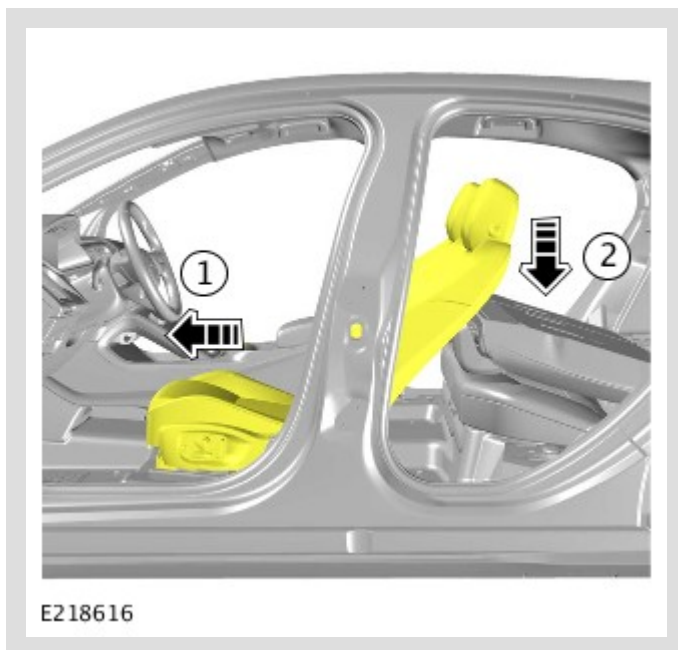
6

Remove the front overhead console (see TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Front Overhead Console).

7

Remove the rear overhead console (see TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Rear Overhead Console).

8

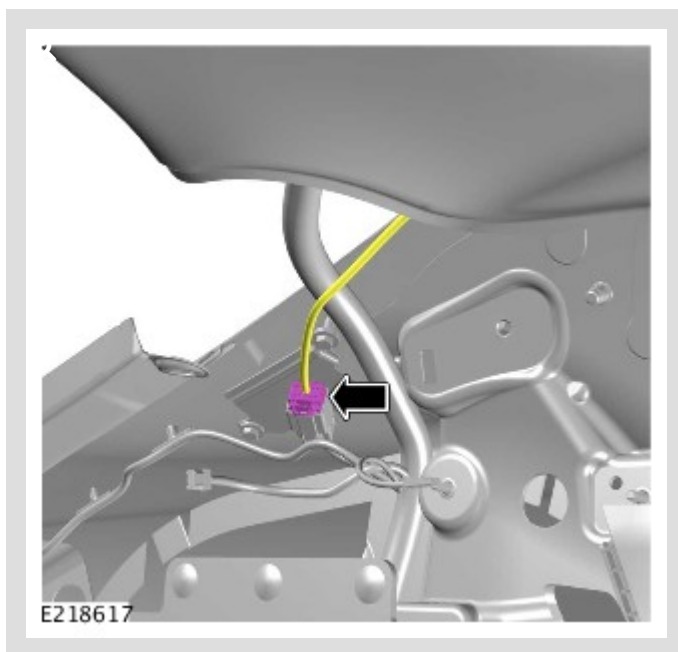


Using each adjustment switch in turn, move the seat fully in the directions shown.

9

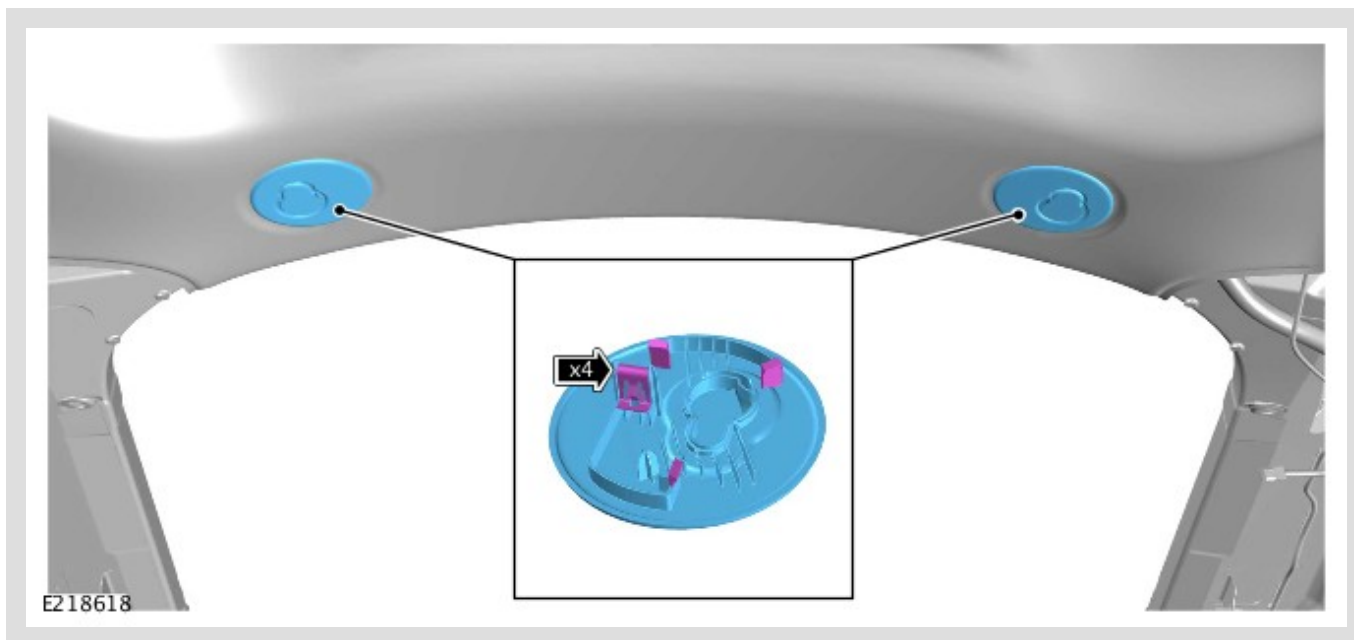
Disconnect the startup battery ground cable (see TOPIx Workshop Manual section 414-01A: Battery, Mounting and Cables - Low Voltage System, General Procedures).

10



Disconnect the electrical connector at the C-pillar.

11

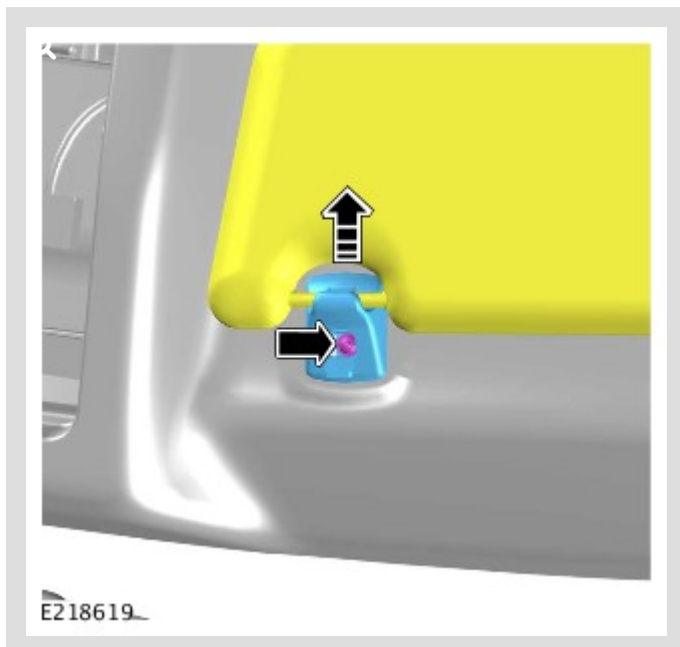


Remove the 2 access covers.

12

**NOTE:**

Repeat this step for the other side.



Release the sun visor, remove the bolt(s), and remove the clip.

13

**NOTE:**

Repeat this step for the other side.

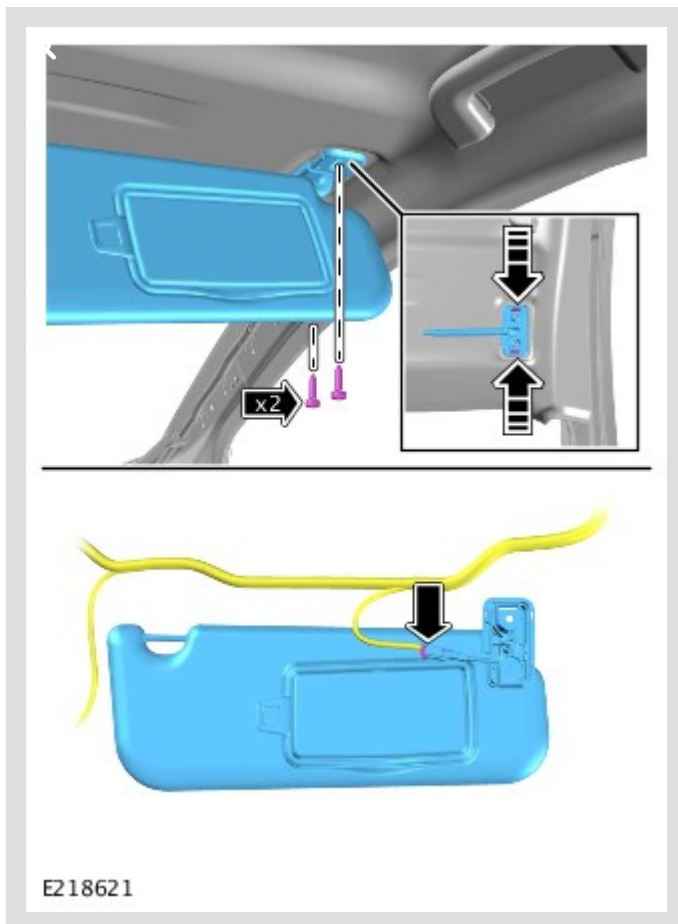


Remove the cover.

14

**NOTE:**

Repeat this step for the other side.



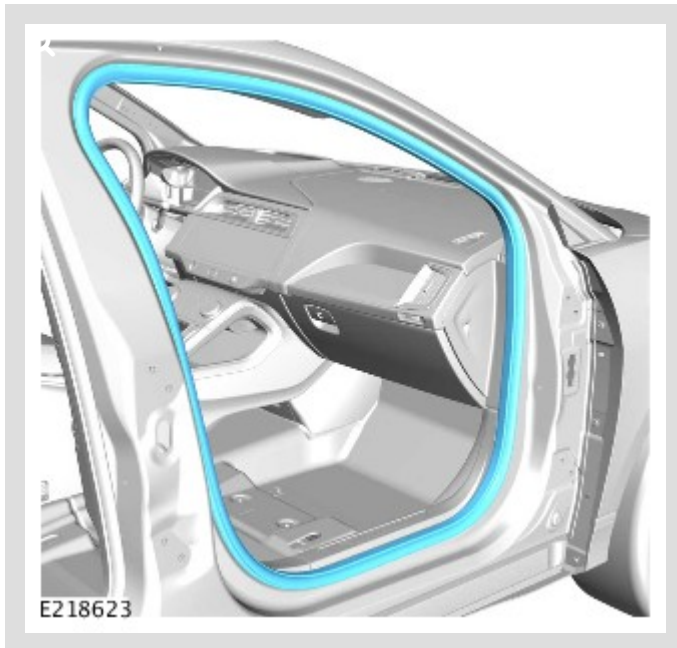


Fold the sun visor down, remove the 2 bolt(s), disconnect the electrical connector, and remove the sun visor.

15

**NOTE:**

Complete this step for all 4 components.

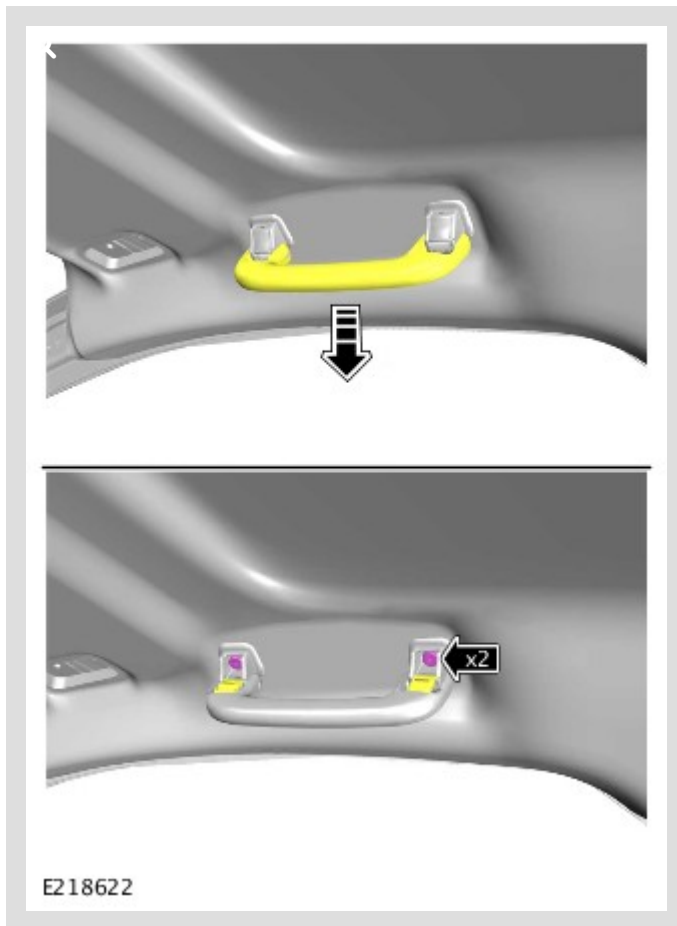


Remove the door aperture seal.

16

**NOTE:**

Complete this step for all 4 components.

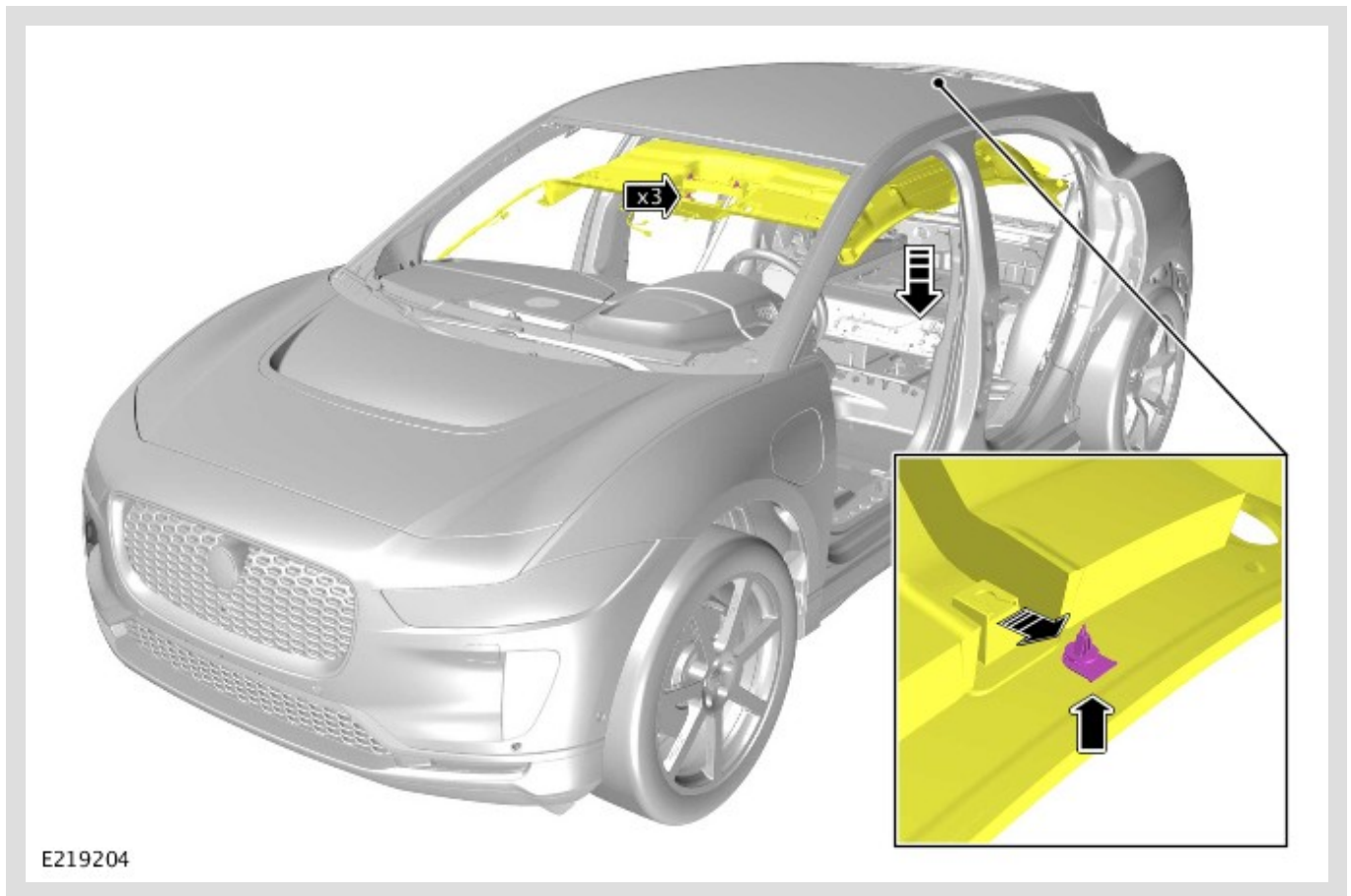


Fold down the passenger assist handle, release the 2 access covers, and remove the 2 bolt(s).

17

**⚠ CAUTION:**

This step requires the aid of another technician.



Lower the headliner.

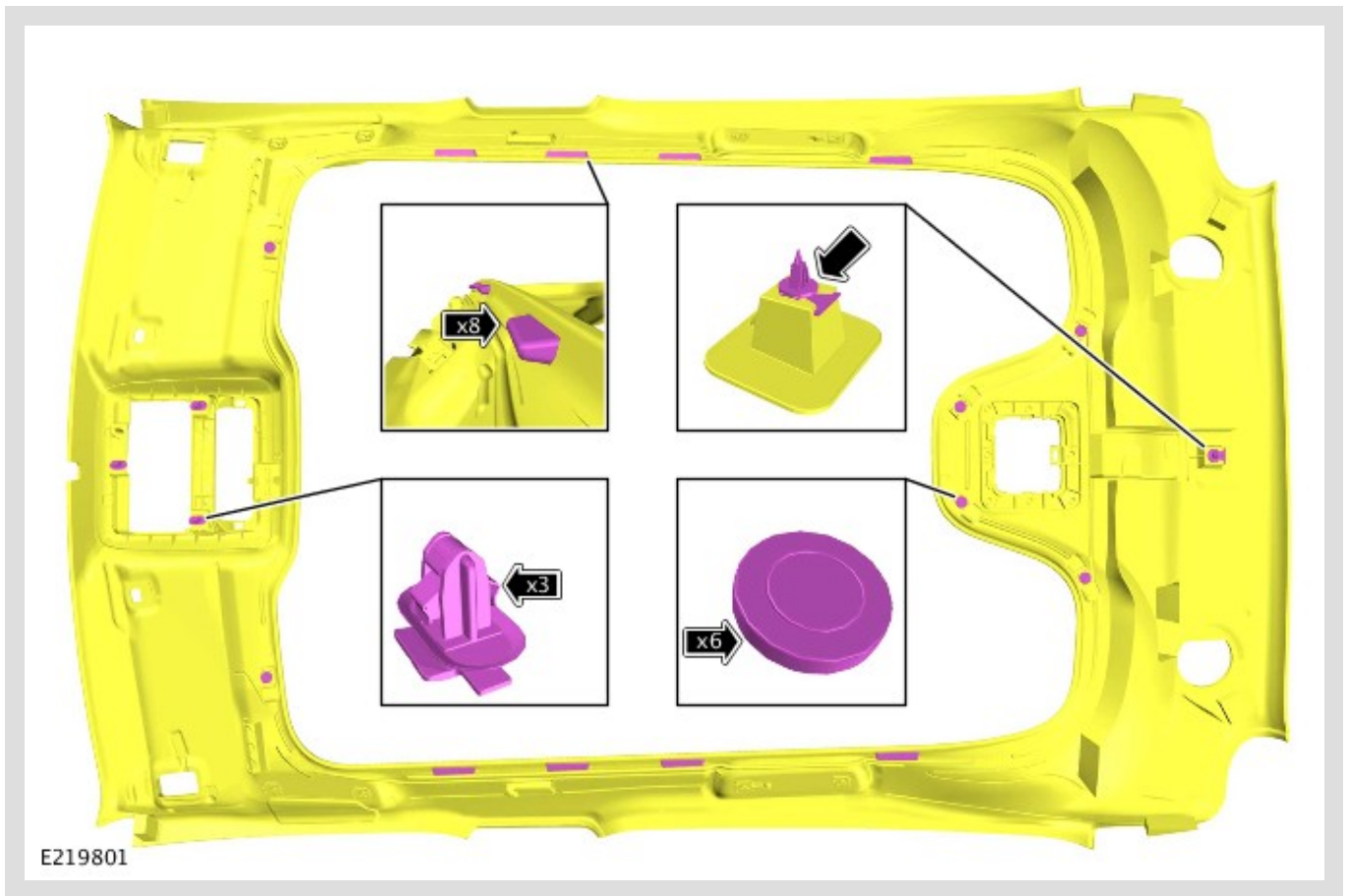
18

**⚠ CAUTION:**

This step requires the aid of another technician.

**△ NOTE:**

If equipped with a glass roof panel.

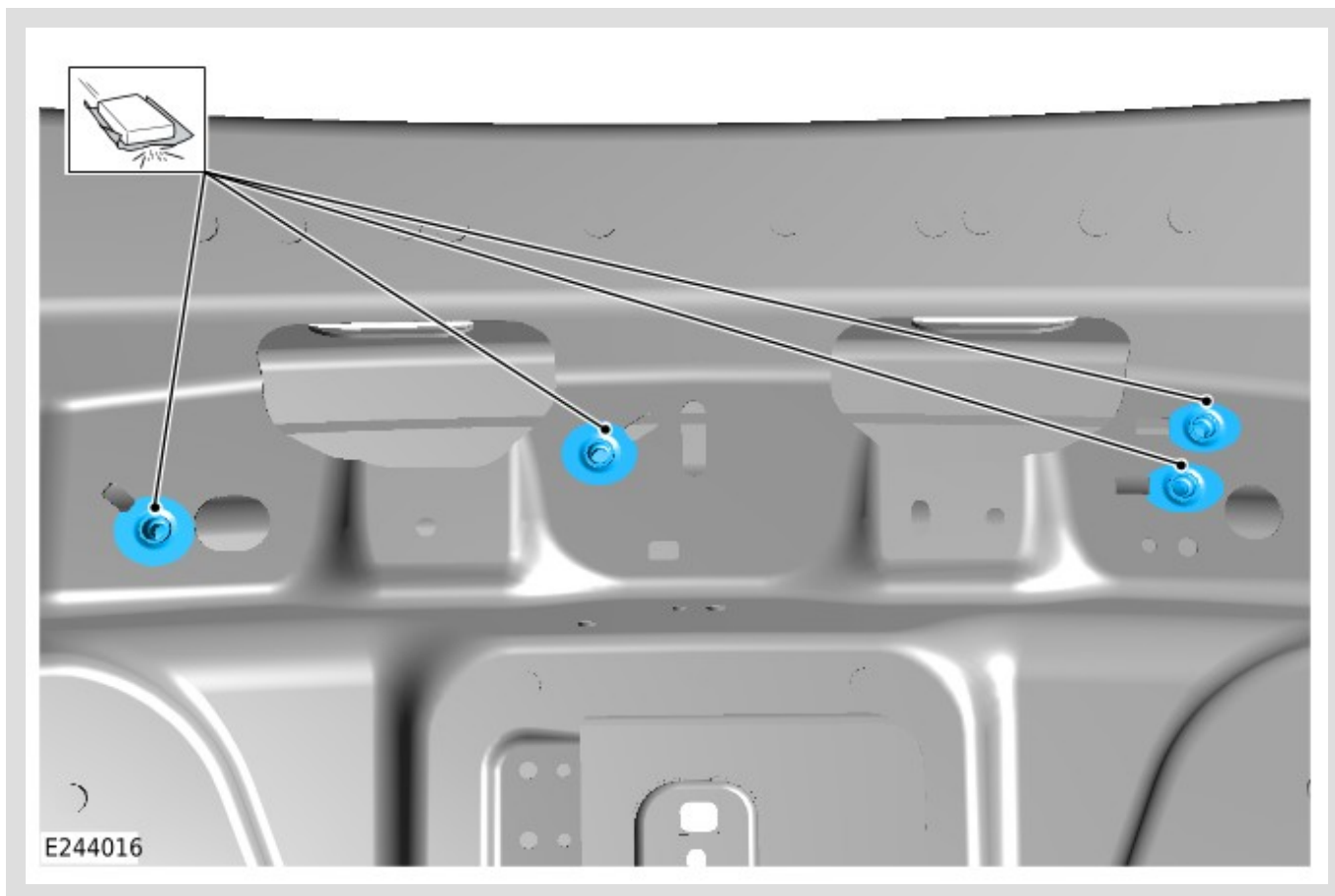


Release the 12 clips, release the 6 magnets, and lower the headliner.



Locate the 4 ground points, remove the 4 bolt(s), and reposition the eyelets.

20

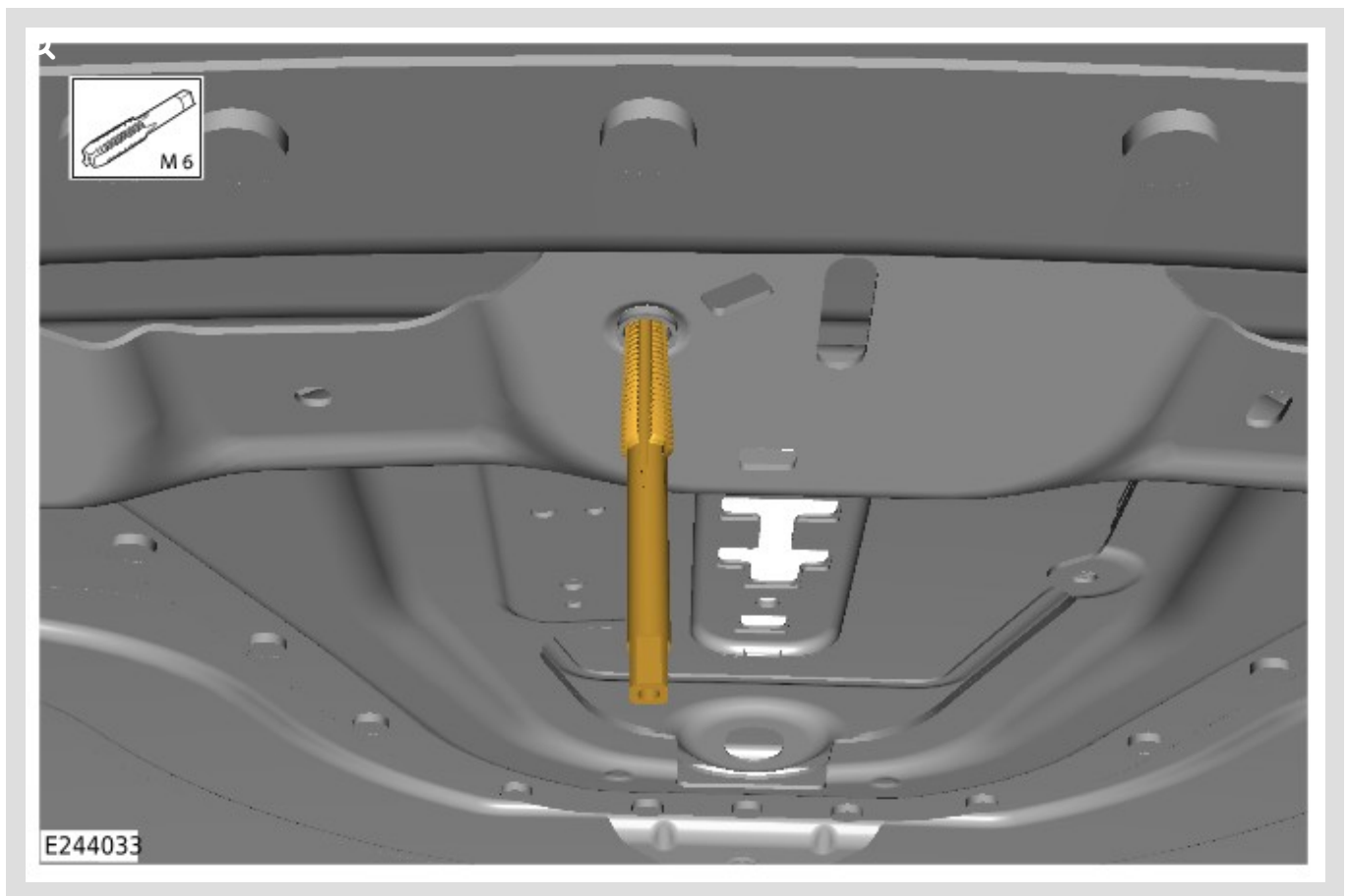


Use abrasive paper to remove the excess paint from the areas shown to improve the ground point of contact.

21

**NOTE:**

Repeat this step for each ground point.



Use an M6 tap to remove excess paint from the threaded hole.

22 Install the 4 ground eyelets.

- Torque: **10 Nm**

23

**ⓘ CAUTION:**

This step requires the aid of another technician.

Install the headliner.

24

**ⓘ CAUTION:**

This step requires the aid of another technician.

**△ NOTE:**

If equipped with a glass roof panel.

Install the headliner, secure the 12 clips, and secure the 6 magnets.

25

 **NOTE:**

Complete this step for all 4 components.

Install the passenger assist handle, install the 2 bolt(s), and install the 2 access covers.

- Torque: **6 Nm**

26

 **NOTE:**

Complete this step for all 4 components.

Install the door aperture seal.

27

 **NOTE:**

Repeat this step for the other side.

Install the sun visor, connect the electrical connector, and install the 2 bolt(s).

- Torque: **6 Nm**

28

 **NOTE:**

Repeat this step for the other side.

Install the sun visor cover.

29

 **NOTE:**

Repeat this step for the other side.

Install the sun visor retainer, install the bolt(s), install the cover, and secure the sun visor.

30

Install the 2 access covers.



- 
- 31 Connect the electrical connector at the C-pillar.
- 
- 32 Connect the startup battery ground cable (see TOPIx Workshop Manual section 414-01A: Battery, Mounting and Cables - Low Voltage System, General Procedures).
- 
- 33 Use each adjustment switch in turn to move the seat to the upright position.
- 
- 34 Install the rear overhead console (see TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Rear Overhead Console).
- 
- 35 Install the front overhead console (see TOPIx Workshop Manual section 501-12: Instrument Panel and Console - Removal and Installation - Front Overhead Console).
- 

36  **NOTE:**

Repeat this step for the other side.

Install the C-Pillar trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - C-Pillar Trim Panel - Installation steps 2-4).

- 
- 37 Raise the second row seat backrests to the original position.
- 

- 38 Raise the second row seat head restraints to the original position.
- 

39  **NOTE:**

Repeat this step for the other side.

Install the B-Pillar upper trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - B-Pillar Upper Trim Panel - Installation steps 1-2).

40  **NOTE:**

Repeat this step for the other side.

Install the A-Pillar trim panel (see TOPIx Workshop Manual section 501-05: Interior Trim and Ornamentation - Removal and Installation - A-Pillar Trim Panel).

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**41** Verify if the customer concerns have been rectified.

- 1** If all customer concerns are rectified, release the vehicle.
- 2** If all customer concerns are not rectified, continue to diagnose the concerns (see TOPIx Workshop Manual section 501-03: Body Closures - Diagnosis and Testing - Tailgate).