

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 74532 - L462 Tailgate dropped - Information Request

Models : Discovery / L462 (SALRG2RV9K2400488)

Engineer Lengyel Tomáš

Name :

Last 03 SEP 2019 10:48:02

Modified :

Category : Body

Symptom : 111000 Body Panel(s)/Unibody

Content : Issue:

Power liftgate opening issues including; fails to fully open, stalls before fully open or damage to aperture or liftgate trim components.

Cause:

Under investigation.

Action:

If a customer reports or during the PDI process any of the above issues are evident, please report following information via an EPQR:

Prior to any adjustments, make a video file of the symptom. Measure gap between tailgate to bumper and body side to tailgate on both sides of vehicle at points B-B, C-C, D-D, F-F and J-J on attached Topix illustration

Concentrate on area C-C when making a video and take detail pictures of the tailgate to body hinges.

Align the tailgate (see TOPIx WSM Section 501-03: Body Closures - Tailgate Alignment).

Please supply photo's, video and measurements after any alignment actions are completed and any other relevant information (lower tightening torque than specified, etc).

Note: Tailgate to body hinge torque: 35Nm.

Your support is greatly appreciated, information used during this investigation will be used to improve both

diagnostics and the quality of this feature.

File : [Tailgate measurement care points.JPG](#)

Deleted - for reference only