

JLRTB02001NAS1
TECHNICAL BULLETIN
12 SEP 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 Land Rover service facility to determine whether this bulletin applies to a specific vehicle.

INFORMATION

SECTION:

501-03

SUBJECT/CONCERN:

Tailgate Does Not Open Fully

AFFECTED VEHICLE RANGE:

MODEL:	MODEL YEAR:	VIN:	ASSEMBLY PLANT:
E-PACE (X540)	2018-2020	Z00381-Z78385	Graz (Austria)

MARKETS:

NORTH AMERICA

CONDITION SUMMARY:

NOTE:

This bulletin does not apply to vehicles with power tailgate struts.

SITUATION:

The tailgate does not open fully.

CAUSE:

Incorrect specification tailgate struts have been installed to the vehicle. A new service part is now available with improved opening performance. **Suggested customer concern code - AB5**

ACTION:

Follow the instructions below.

PARTS:

PART NUMBER	DESCRIPTION	QUANTITY
J9C21155	Tailgate strut	2

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 strut - Vehicle set - Renew	76.19.60	0.1	41	J9C2904

NOTE:

Normal Warranty procedures apply.

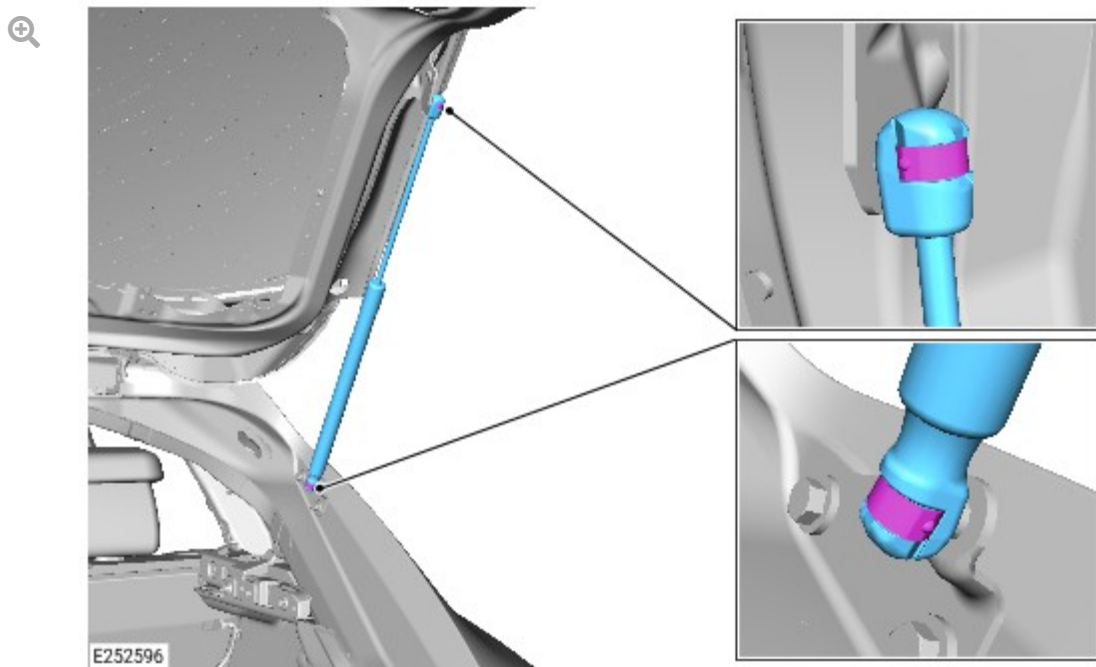
SERVICE INSTRUCTION:

1. Open the tailgate.

- 2.

NOTE:

Repeat this step to the other side of the vehicle.



Renew the tailgate strut with the new higher specification tailgate strut.

3. Close the tailgate.