



# Technical Service Bulletin

No.LTB00191  
25 November 2008

**Subject/Concern:** Liftgate Latch Diagnostics

**Models:**  
Discovery 3 / LR3 | VIN-range: 000001 Onwards

**Markets:** All  
**Section:** 501-14

**Summary:**  
This Technical Bulletin has been issued for information only to help diagnose liftgate latch concerns. It takes the technician through a structured repair process with minimal consequential damage.  
  
**Cause:** Multiple causes. **Suggested Customer Concern Code - L07.**  
**Action:** Follow the Diagnostic Procedure below to help diagnose liftgate latch concerns.

<b>Parts Required:</b>		
Description	Part Number	Quantity
Grommet	AYB 000060	2
Water shedder	EOT500013	1

<b>Repair/Claim Coding:</b>	
<b>Causal Part:</b>	FQR500220
<b>ACES Condition Code:</b>	42
<b>Defect Code:</b>	

**Diagnostic Procedure**

Problem	Check/Cause	Action
Liftgate fails to open and actuator can not be heard when external release is pressed.	Can the liftgate be opened using a manual override?	To manually override the liftgate, press and hold both the lock and unlock buttons on the dash for 15 seconds (see step 1 - E115203).
		If the manual override is successful but the external release button is not functioning, replace the exterior handle assembly.
Liftgate fails to open and manual override is unsuccessful.	Remove liftgate interior trim in order to access and remove the latch and actuator.	Using a suitable knife, gasket scraper or similar tools, prise the lower liftgate carpet from under the top trim of the liftgate. This is the trim piece that includes the button for the lower liftgate. This location is the soft spot where you can pull the carpet trim out from the top cover. It's located approximately

		in the centre of the passenger side of the vehicle (see step 2 - E115204) (Care must be taken to ensure that the lower liftgate upper moulding is not damaged).
		Position the carpet trim away from the liftgate to gain access to the latch, actuator and the water shedder (see step 3 - E115205).
		Pull the lower liftgate trim cover open about 2 to 3 inches or make enough room for the small flat head screwdriver tool to go through (see step 4 - E115206).
		Cut the water shedder for access to the upper liftgate release latch. The latch located inside the panel behind the water shedder as shown in step 5- E115207.
		Using a small flat screwdriver, insert through the hole in the water shedder and push the lever inside the latch to open the upper liftgate (see step 6 - E115208 and step - 7 E115209).
		Alternatively, you can loosen the bolts and position the actuator for access to the cable that connects to the actuator arm. Spread the plastic away from the metal bracket and grab the cable with long needle nose pliers. Pull the cable towards the actuator and the liftgate will open.
		After the upper liftgate is open, remove the carpet trim completely, follow instruction in GTR section 501-05 (76.49.23) on how to do this.
		Remove Latch and Actuator (see GTR section 501-14 (76.37.19 and 86.26.27)).
		Reconnect electrical connector to actuator as in step 8- E115210. Press external release button and check for movement of the actuator and latch.
Actuator fails to respond.	Confirm signal is sent to actuator.	If actuator does not respond, press the release button and check for signal at the electrical connector. If no signal is received, check external release switch to ensure it is functioning

		and replace if necessary.
		If a signal is received but the actuator does not respond, replace actuator assembly (see GTR section 501-14 (86.26.27)). Care must be taken when removing the latch cable from the actuator to ensure that the clip is not damaged (see step 9 - E115211 and step 10 - E115212).
		Upon completion of the actuator replacement, refit remaining components and test. The water shedder (part number EOT500013) should also be replaced before the liftgate trim is refitted.
Actuator functions but latch does not respond.	Visually inspect latch and cable end fitting.	Remove actuator cover (if fitted) and visually inspect latch and latch cable.
	Cable has become detached from actuator.	If the cable has become detached, refit the cable and secure with a cable tie. Care must be taken to ensure that the cable is fully secured and that the plastic clips on the actuator are not damaged during the procedure (see step 11- E115213 and step 12 - E115214).
	Cable end fitting is damaged or has broken.	If the cable end fitting has broken, as in step 13 - E115215, only the latch should be replaced (see GTR section 501-14 (76.37.19)).
		Upon completion of the latch replacement, refit remaining components and test. The water shedder (part number EOT500013) should also be replaced before the tailgate trim is refitted.

## Diagnostic Procedure

- 1 . Override Liftgate.



2 . Release Trim.



3 . Release Carpet.



4 . Release Carpet.



5 . Cut Water Shedder.



6 . Push Lever to Open Upper Liftgate.



7 . Push Lever to Open Upper Liftgate.



8 . Reconnect Electrical Connector.



9 . Replace Actuator Assembly.



10 . Replace Actuator Assembly.



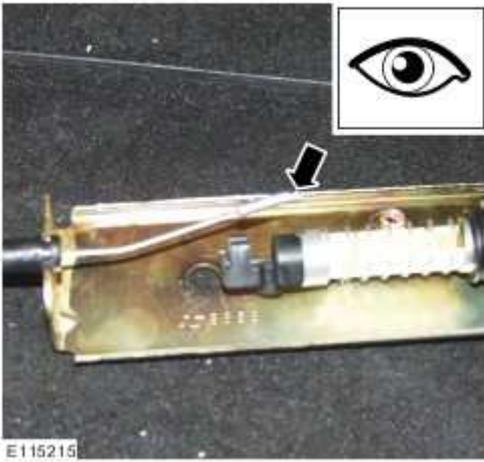
11 . Check if Cable Has Detached.



12 . Cable Tie Cable.



13 . Check Cable End.



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