



# TECHNICAL BULLETIN

No: LTB00191  
Issue: 1  
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CIRCULATE TO:

SERVICE ✓

PARTS ✓

WARRANTY ✓

BODY SHOP ✓

**SECTION: 501**

## Liftgate Latch Diagnostics

**AFFECTED VEHICLE RANGE:**

LR3 (LA)

VIN: 5A000303 - 9A513325  
Model Year: 2005- 2009

**CONDITION SUMMARY:**

**Situation:** The liftgate latch actuator may exhibit one or more of the following issues:

- Actuator functions (can be heard); latch does not release
- Actuator does not function (can not be heard); latch does not release
- Actuator manual override does not function; latch does not release
- Actuator does not function

**Action:** In the event of a customer concern of any of the above, refer to the Diagnostic Procedure outlined below to follow a structure repair process to diagnose the liftgate latch.

**PARTS:**

AYB000060.....Grommet	Qty: 2
EOT500013.....Water Shedder	Qty: 1

**TOOLS:**

Refer to Workshop Manual (GTR) for any required special tools

**WARRANTY:**



**NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to DDW to obtain the latest repair time.**

DDW 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
-	-	-	42	FQR500220

*Normal warranty policy and procedures apply.*

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.

## DIAGNOSTIC PROCEDURE

### ACTUATOR FUNCTIONS (CAN BE HEARD); LATCH DOES NOT RELEASE

1. Remove the lower tailgate trim:
  - Carefully pry the lower tailgate carpet from under the top of the lower liftgate. (Figure 1)

2. Access the liftgate latch:
  - Pull the carpet trim away from the lower liftgate. (Figure 2)

3. Cut the water shedder to access the latch.

4. Insert a small screwdriver through the hole in the water shedder and release the latch. (Figure 3)



**NOTE: Global Technical Reference (GTR) lookup sequence is as follows:  
GTR Home > NAS > LA - LR3 > Service Information > Model Year > Workshop Manual**

5. Visually inspect the latch and cable for damage.
  - If the cable end fitting has broken, refer to Workshop Manual (GTR) section 501-14, *Liftgate Latch* (76.37.19) to replace the latch and water shedder.

Figure 1



Figure 2



Figure 3



- If the cable end is detached from the actuator, (Figure 4) install the cable end to the actuator; use a suitable cable tie to secure cable end to actuator. (Figure 5)

Figure 4



Figure 5



### ACTUATOR DOES NOT FUNCTION (CAN NOT BE HEARD); LATCH DOES NOT RELEASE

1. Manually override the liftgate by holding the 'lock' and 'unlock' buttons on the fascia switchpack for 15 seconds. (Figure 6)
  - If the liftgate latch releases but the external release button does not function, replace the exterior handle assembly.
  - If the liftgate latch fails to release using the manual override, refer to ACTUATOR MANUAL OVERRIDE DOES NOT FUNCTION; LATCH DOES NOT OPEN below.

Figure 6



## ACTUATOR MANUAL OVERRIDE DOES NOT FUNCTION; LATCH DOES NOT OPEN

1. Remove the lower tailgate trim:
  - Carefully pry the lower tailgate carpet from under the top of the lower liftgate. (Figure 1)
2. Access the liftgate latch:
  - Pull the carpet trim away from the lower liftgate. (Figure 2)
3. Cut the water shedder to access the latch.
  - Insert a small screwdriver through the hole in the water shedder and release the latch. (Figure 3)



**NOTE: Global Technical Reference (GTR) lookup sequence is as follows:  
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4. Refer to Workshop Manual (GTR) sections 501-14, *Liftgate Latch* (76.37.19) *Liftgate Latch Actuator* (86.26.27) and remove the latch and actuator. (Figure 7)
5. Connect the electrical connector to the actuator.
6. Press the external release button and check for actuator / latch movement.
7. If the actuator does not function, refer to ACTUATOR FAILS TO RESPOND below.

Figure 7



## ACTUATOR FAILS TO RESPOND

1. Press the exterior handle release button.
2. Confirm actuator electrical circuit integrity:
  - Check for input signal to actuator
  - Check ground return
    - If either circuit is faulty, repair as necessary
    - If the input signal and ground are good, replace actuator.
    - If further diagnosis is necessary, refer to Workshop Manual (GTR) section 501-14, *Diagnosis and Testing*.
3. Replace water shedder.