Reference:
This Service Bulletin replaces the previous Service Bulletin 850004 from November 2000, which should be discarded.

Purpose:
New operation No. and time allowance

Repairing tailgate panel attachment

Background:
This Service bulletin describes how to repair the tailgate panel attachments. The repair kit consists of a pre-stamped reinforcement plate for the clip mount, which is to be screwed on to the mount.

Should a repair be performed requiring the removal of the tailgate panel, panel attachments should be inspected for damage and repaired using this method described.

<table>
<thead>
<tr>
<th>Model</th>
<th>M/Y</th>
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<tbody>
<tr>
<td>V70</td>
<td>1997-2000</td>
</tr>
<tr>
<td>855</td>
<td>1994-1997</td>
</tr>
</tbody>
</table>
Affected vehicles

| Repair kit | 1          | 8619383 |

Materials

Remove tailgate panel 1

Carefully remove bezel for the opening lever.

Protect Panels 2

**NOTE:** The upper panels must be covered to prevent scratches to upper panels.
Insert a piece of cardboard 180X100mm, (7.00" X 4.00") between panels as per illustration.

Loosen panel with door in open position
Carefully pull bottom of panel downwards to release lower clips.

If it is difficult to release from clips, use a trim tool for aid.

Remove panel from tailgate

Carefully push panel forward on both sides simultaneously to release from tailgate.

Make sure cardboard is in place.

Remove upper mounting clips from panel.

Loosen up the panel by turning the clips 90 degrees in either direction.

Reinstall clips in tailgate.

Install reinforcement

Inspect all clip mounts and remove all loose pieces

**Note!** Do not drill holes in tailgate panel. Use the screws to make the holes. If pre-drilled, the material may strip when the screw is mounted in the hole.
Secure the plate as per illustration. Do not overtighten screws.

Reinstall tailgate panel and removed parts in reverse order.

WARRANTY STATEMENT:
Claims may be submitted under the New Car Warranty when there is a documented customer complaint, using claim type 01.