



RC21P Tailgate

**Uniform
Procedures For
Collision Repair
UPCR**

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v.4.0



1. Description

This procedure describes the repair, replacement, and inspection of a plastic tailgate. Adhesive repairs are included for all types of thermoset plastics.



2. Purpose

The purpose of this procedure is to provide industry-accepted requirements for performing high-quality repair of plastic tailgates. This procedure is intended for use by professionals who are qualified through training and experience.



3. Referenced Documents

The following documents are considered part of this procedure by reference.

3.1 Procedures

- CP01S Corrosion Protection
- DO01 Hinges
- DO31P Skin
- PR11 Plastic Repair, Adhesive
- PS01 Personnel Safety
- RF01P Surface Preparation
- RF41 Finish Application
- ST31 Body Fillers

3.2 Other Information

- Equipment-specific information
- Product-specific information
- Recycled parts information
- Vehicle-specific repair information



4. Equipment And Material Requirements

4.1 Equipment

The use of a hinge-pin removal tool is included in this procedure.

4.2 Plastic Adhesive Materials

Use plastic adhesive materials as described in **PR11**.



5. Damage Analysis

5.1 General Damage

Inspect a plastic tailgate for these conditions or types of damage:

- visible damage
- improper previous repairs
- misalignment with adjacent panels
- damage to the hinges, torsion rods, latch, or lock cylinder
- stress cracks around the hinges or latch
- improper operation
- separation of the skin from the inner structure
- damaged or missing trim, labels, seals, etc.
- damaged finish or excessive film thickness
- damaged glass

Determine whether the tailgate should be repaired or replaced. Verify the availability of replacement parts. If there is severe damage to the hinge or striker mounting areas, the tailgate must be replaced. If the tailgate skin cannot be repaired, plan to replace it. See **DO31P**. For hinge replacement procedures, see **DO01**.



6. Personnel Safety

6.1 General Safety

General safety information is in **PS01**.

6.2 Plastic Repair Safety

Plastic repair safety information is in **PR11**.

6.3 Tailgate Repair Safety

Make sure the tailgate is properly supported, and use proper lifting techniques during removal and installation.

Torsion rods are under tension. Use special caution when working on tailgates equipped with torsion rods.



7. Environmental Safety

Does not apply.



8. Vehicle Protection

8.1 Tailgate And Adjacent Areas

When working with a plastic tailgate:

- Protect the tailgate from damage during removal, storage, and installation.
- Avoid cutting into the finish when marking hinge locations.
- Protect any tailgate glass parts during repairs. Remove the glass if it cannot be protected.
- Protect adjacent glass, upholstery, and other cosmetic areas from damage caused by the repairs. Remove parts that cannot be protected.



9. Repair Procedure

9.1 Tailgate Repairs

Select the repair method and perform the repairs.

Note: Before proceeding, decide whether plastic repairs can be made more easily with the tailgate removed from the vehicle. For removal see **9.2**. For installation see **9.3**.

To repair a plastic tailgate:

1. Remove the inner panel, if required for access.
2. Perform repairs using plastic adhesive repair procedures.
3. Replace trim-mounting studs or holes, if required.
4. Apply primer to all interior and exterior surfaces damaged by the collision or repairs.
5. Check the tailgate alignment. Adjust if required.
6. Refinish the tailgate to restore the appearance, including edges damaged by the collision or repairs. Refinish cosmetic surfaces after all body repairs are complete.
7. Replace sound deadeners, etc., that were damaged by the collision or repairs.
8. Install the inner trim panel.
9. Replace all trim, labels, weatherstrips, etc.
10. Continue vehicle reassembly.

(cont'd)



9. Repair Procedure (cont'd)

9.2 Tailgate Removal

To remove a plastic tailgate:

- 1. Protect the interior and adjacent panels.
- 2. Open and support the tailgate.
- 3. Remove interior trim, inner panel, water deflector, etc., if required for access.
- 4. Disconnect, remove, and protect electrical connectors and wiring, if required.
- 5. Remove the tailgate torsion rods, if required.
- 6. Disconnect the tailgate support mechanism.
- 7. Remove the hinges or hinge pins, if required. Discard any damaged pins or bushings. Mark the hinge locations on the tailgate, and on the floor sill if the hinges are being replaced.
- 8. Carefully remove and store the tailgate.
- 9. Remove the striker pin.

9.3 Tailgate Installation

To install a plastic tailgate:

- 1. Apply corrosion-resistant primer to all bare metal areas damaged by the collision or repairs. Follow the paint and vehicle makers' recommendations.
- 2. Apply seam sealers, if required. Reprime if required by the product maker.
- 3. Refinish the underside, panel edges, body opening, and other areas where hardware will be installed, if required to restore the appearance.
- 4. Protect the adjacent panels.
- 5. Support the tailgate while aligning the hinges and loosely install the fasteners. Reinstall any removed shims.
- 6. Reinstall the hinge pins, bushings, and torsion rods.
- 7. Reroute any electrical wiring to its original location.
- 8. Close the tailgate enough to check the alignment of the tailgate to the adjacent panels. Adjust as necessary.
- 9. Lower the tailgate and torque all fasteners to the vehicle maker's recommendations.
- 10. Recheck the alignment of the tailgate to the adjacent panels. Adjust if required.
- 11. Install the striker pin.
- 12. Check the tailgate for proper latching. Align the striker and latch assembly.
- 13. Reconnect all electrical connectors.
- 14. Spot paint the hinges and fasteners, if required.
- 15. Refinish the tailgate, if required. Refinish cosmetic surfaces after all body repairs are complete.
- 16. Transfer or install replacement parts such as handles, locks, window regulators and tracks, speakers, etc.
- 17. Install all removed interior panels and trim.

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9. Repair Procedure (cont'd)

- 18. Install all exterior trim, labels, weatherstrips, etc.
- 19. Lubricate the hinges and latch. Follow the vehicle maker's recommendations.
- 20. Test the operation of the tailgate glass and all electrical accessories.
- 21. Perform air and water leak tests to ensure proper sealing.
- 22. Continue vehicle reassembly.



10. Use Of Recycled (Salvage) Parts

10.1 Condition Of Salvage Parts

Do not install a salvage plastic tailgate having any of these defects:

- unrepairable damage
- damage caused by fire
- improper previous repairs

Transfer or replace any damaged, missing, or mis-matched glass, moldings or other required trim. Replace any damaged or missing trim, labels, seals, latches, etc. Confirm that all labels or information decals match the original. Replace if required.



11. Inspection And Testing

11.1 Inspection Of A Repaired Or Replaced Plastic Tailgate

After installation or repair, inspect a plastic tailgate for these conditions:

- proper alignment with adjacent panels
- proper latching and release
- proper installation of all trim, labels, and fasteners
- proper installation of cables, wiring, and electrical connectors
- proper operation of electrical accessories
- proper operation of the lock cylinder and glass regulator
- proper operation and alignment of the liftgate (see **RC11P**)
- proper sealing against air and water leaks
- fasteners torqued to the vehicle maker's recommendations
- proper adjustment of the torsion rods
- proper finish appearance and film thickness
- proper lubrication of the hinges, latch, and lock cylinder

Correct any defects.