

# GENERAL PART GUIDELINES - BOOTLID / TAILGATE

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[LINK TO ZHO LOOP](#)

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LINK TO SALES ISSUES AND TIPS DOC FOR THIS PART

[GUIDE/Framework for sales issues and tips](#)

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## GENERAL PART NOTES FOR THIS PART TYPE

Bootlid - Vehicles that are classified as sedans/coupes have bootlids

Tailgates - Vehicles that are classified as hatchbacks/vans/utes/station wagons have tailgates

[BOOTLID - SEE SEPARATE LINK FOR IMAGES](#)

[TAILGATE - SEE SEPARATE LINK FOR IMAGES](#)

Also called;

Bootlid - Trunk lid, Boot

Tailgate - Hatch, gate

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Components that will always be included with this item( if they are not with Part or damaged, it should be noted in description )

Bootlid/Tailgate shell

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Components may be available at no charge i.e usually just left on Part but not charged extra for (if buyer requests these items make sure to confirm with operations that they are with the Part)

- Boot/gate lock assembly
- Glass (tailgate)
- Rear Garnish
- Handle
- Spoiler (if spoiled type)
- Wiper motor (tailgate)

All of the above mentioned parts are sub assembly items, sometimes these parts are sold separately, to check whether sub-assembly items are available see FAQ below.

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Components not included usually but which maybe included at extra charge i.e not usually with part but we will have if required (if buyer requests these items make sure to confirm with operations that they are with the part )

- Bootlid hinges
  - spare wheel ,spare wheel cover or carrier
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what fails with this part type ,what to look for

- Previous repairs (P/R)
  - Dents (noted on pinnacle comments)
  - if car has spare wheel and spare wheel is pushed in ,it easily bends tailgate but this cant be seen as damaged is located under tailgate
  - Rust
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What are the variables for this part type i.e km reading ,color for panels

- If private non trade purchase may have to match color. Generally for trade users this is not an issue as trade user will expect to have to paint this
- Spoiler or non spoilered type
  - Spoiler types have holes drilled to mount spoiler.
- Keyhole type or non keyhole type
  - Keyhole types have a key lock provision on the tailgate/bootlid



**w/ keyhole**

**w/o keyhole**

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INTERCHANGE/ OEM -TIPS/GUIDES - FOR THIS PART TYPE

[LINK TO GUIDE FOR BOOTLID TAILGATE IC](#)

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**BUYING (JJ ) THINGS TO NOTE-** If this is part of parts that are added to bid list

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**CAR INSPECTION - THINGS TO NOTE/UNDERSTAND**  
[SEE SEPERATE GUIDE](#)

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**CAR ENTRY NOTES , (when inputting) IN PINNACLE**  
[SEE SEPERATE GUIDE](#)

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**SALES -THINGS TO NOTE/UNDERSTAND FOR THIS PART TYPE**

When quoting assemblies ( i.e doors or tailgates ) you build the assembly up , down work down.

Don't quote as complete boot/tailgate less glass or lock.

le TAILGATE WITH GLASS

if the customer wants the tailgate with glass.

Then we quote the tailgate shell and tailgate glass separate

le BOOT/TAILGATE WITH LOCK

locks maybe central locking or non central locking , even though door is same

We quote the boot/tailgate and lock separate

le. COMPLETE BOOT/TAILGATE

We quote the boot/tailgate shell and all of its sub-assemblies separate

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**PRICING -THINGS TO NOTE FOR THIS PART TYPE**

When we price this item we price for the

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**DISMANTLING NOTES (JJ) – FOR THIS PART TYPE**  
[SEE SEPARATE LINK TO GUIDE](#)

## GUIDE FOR TAKING IMAGES OF THIS PART(what to show) (JJ )

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## GUIDE FOR EBAY ITEM SPECIFICS

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## GUIDE FOR MC65 @ JJ WAREHOUSE INVENTORY [SEE LINK TO SEPERATE GUIDE](#)

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## GUIDE FOR MC65 @ COMPUTER WORK

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## GUIDE FOR ADDING TO EBAY/ONLINE SYSTEMS FOR THIS PARTY TYPE

i.e only add if W status ?

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## DISPATCH (JJ ) THINGS TO NOTE/TIPS FOR THIS PART TYPE

tem should be wrapped in heavy cardboard if it is being shipped interstate.

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## FAQ- SPECIFIC FOR THIS PART - COMMON ISSUES

**Do we include hinges with the bootlid?**

No, we don't include hinges with bootlid. We normally sell bootlid hinges separately.

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**How would I know what sub-assembly parts are still with the bootlid/tailgate?**

Search for the bootlid/tailgate in Pinnacle and put a tick beside it and you will see in the pop up box which are still in stock and which are not.

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**What if customer only noted they need the boot/tailgate? No comment about sub-assy or if shell only?**

In this case, just quote the door and note "SHELL ONLY" in your quote

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**What if there is a comment in Pinnacle "LESS TRIM or LESS MIRROR" should we note that still when quoting the boot/tailgate shell?**

No, do not mention any sub-assy missing since you are only quoting the shell.

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**What if we quoted SHELL ONLY and customer ordered but asking to send as COMPLETE?**

Check what still comes with the part (ie. window glass, lock, etc) and advise customer about it.

Also advise customer that SUB-ASSY ARE NOT PART OF THE SALE - NO REPLACEMENT/REFUND IF ITS NO GOOD OR DIFFERENT

If customer agree, then add the sub-assy parts in the work order separate by following this guide for CUSTOMER ORDERED MAIN PART AND SUB ASSEMBLIES