

TECHNICAL BULLETIN

Q355NAS1

09 JAN 2014



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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.

SECTION: 307-05 / -05A

Service Action: Transmission Control Switch Fails to Rise

AFFECTED VEHICLE RANGE:

LR4 (LA)

Model Year: 2014
VIN: EA691530-EA700560

Range Rover Evoque (LV)

Model Year: 2013-2014
VIN: DH832440-EH862453

Range Rover (LG)

Model Year: 2014
VIN: EA135524-EA147491

MARKETS:

NAS

CONDITION SUMMARY:



NOTE: This Service Action supersedes Update Prior to Sale notice UPS6613 with immediate effect.

Situation: An issue has been identified on the listed vehicles where the Transmission Control Switch (TCS) may fail to rise when the engine Start/Stop button is pressed (ignition switched 'ON'). Repeated cycling of the engine Start/Stop button may temporarily overcome this issue.

Action: Retailers are required to **HOLD** all affected vehicles within the listed VIN range that are in their control and refrain from releasing the vehicles for new or used vehicle sale pending completion of the rework action detailed in this Technical Bulletin. Unsold vehicles should have this performed as part of the Pre-Delivery Inspection (PDI) process.

PARTS:

No parts required

SPECIAL TOOLS:



NOTE: This document is an 'Active Bulletin' that will display a functional programming shortcut if accessed within a diagnostic session using SDD.

SDD with latest SDD-DVD and Calibration File; first available on DVD136.03 v.158

Jaguar Land Rover-approved Midtronics Battery Power Supply

WARRANTY:



NOTE: Check DDW to ensure that the vehicle is affected by this program prior to undertaking any rework action. Repair procedures are under constant review, and therefore times / prices are subject to change; those quoted here must be taken as guidance only. Refer to the Repair Times Searcher (RTS) on TOPIx to obtain the latest repair time. At the time of confirming a booking for vehicle repair, ensure that all outstanding Service Actions are identified to ensure the correct parts are available and adequate workshop time is allocated for repairs to be completed at one visit.

Warranty claims must be submitted quoting Program Code 'Q355' together with the relevant Option Code from the table. The SRO and part information listed have been included for information only. The Option Code(s) that allows for the drive in/drive out allowance can only be claimed if the vehicle is brought into the workshop for this action alone to be undertaken.

This program is valid for a limited time only. Warranty claims with a repair date prior to the **31 December 2015** closure date must be submitted for payment within 30 calendar days of completion of the repair.

PROGRAM CODE	OPTION CODE	DESCRIPTION	SRO	TIME (HOURS)	PARTS	QTY. / VALUE
Q355	B	Update Transmission Control Switch software	44.90.12	0.20	-	-
Q355	C	Update Transmission Control Switch software Drive in/drive out	44.90.12 02.02.02	0.20 0.20	- -	- -



NOTE: Normal Warranty policies and procedures apply

SERVICE INSTRUCTION:

- CAUTION: Ensure all ignition 'ON' / ignition 'OFF' requests are carried out; failure to perform these steps may cause damage to control modules in the vehicle.**



CAUTION: A Jaguar Land Rover-approved Midtronics battery power supply must be connected to the vehicle battery during SDD diagnosis / module programming.



NOTE: SDD must be loaded with DVD136.03 v.158 or later.

Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.



NOTE: The Transmission Control Switch may also be referred to as Gearshift Module.

- Turn ignition 'ON' (engine not running).

3. Connect the Symptom Driven Diagnostics (SDD) system to the vehicle and begin a new session.
4. Follow the on-screen prompts, allowing SDD to read the VIN and identify the vehicle and initiating the data collect sequence.
5. Select 'Diagnosis' from the Session Type screen.
6. Select the 'Selected Symptoms' tab, and then select the following:
 - Powertrain - Automatic transmission and transaxle - Automatic transmission and transaxle symptoms
7. Select the 'Extras' tab.
8. From the Recommendations tab, select **Run** to perform the 'Configure existing module – Gearshift module' option.
9. Follow all on-screen instructions to complete this task.
10. Exit the current session.
11. Disconnect the SDD and the battery power supply from the vehicle.