

Special Service Message

NOTE: A Special Service Message is a formal communication issued by Land Rover and carries the same importance of a Technical Service Bulletin. An SSM is a quick method of communicating "Need To Know" information to the technical service community. SSM's may be issued in advance of a technical bulletin or may be the only communication on a given topic. All information contained in Land Rover technical communications are intended for use by trained, professional technicians with the knowledge, tools, and equipment required to complete the procedure correctly and safely. It informs the Technicians of conditions that may occur on some vehicles, or provides information that could assist in correct vehicle and diagnostic service.

SSM 72109 - >14MY L538 9HP (auto) transmission. No drive when R is selected.

Models : LV - Evoque

Engineer Duncan Jason

Name :

Last 10-12-2014 09:02:53

Modified :

Category : Driveline

Symptom : 504000 Other Automatic Transmission Concerns

Content : Issue:

A small number of customers may experience the following problem, after attempting to shift into Reverse Gear:

- Transmission does not shift into Reverse. The customer may also notice a flashing 'R' on the Transmission Selector and Instrument Cluster.
- 'Transmission Fault' message is displayed in the Message Centre.
- Reverse Gear cannot be selected, though the fault may clear if ignition is switched off for at least 30 seconds.
- Vehicle will operate as normal in all forward gears.
- Upon inspection, the vehicle exhibits no relevant Diagnostic Trouble Codes (DTCs).

Cause:

This problem is caused by a software error within the Transmission Control Module (TCM), and JLR Engineers are urgently seeking resolution.

Action:

Please advise the customer that the fault condition may be overcome by cycling the ignition off for at least 30 seconds - to allow full power down of the TCM - and then retrying.

Submit ePQR for any such cases, together with details of any fault codes evident, and an SDD session file.

Ratings:

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.