

Reference	SSM72109
Models	Range Rover Evoque / L538
Title	>14MY L538 9HP (auto) transmission. No drive when R is selected.
Category	Driveline
Last modified	10-Dec-2014 00:00:00
Symptom	504000 Other Automatic Transmission Concerns

ContentIssue:

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.