

TECHNICAL BULLETIN
JTB00395NAS1
22 APR 2015



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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 Jaguar service facility to determine whether this bulletin applies to a specific vehicle.

SECTION: 307-00

'Clonk' Noise When Selecting Park (P)

AFFECTED VEHICLE RANGE:

XF (X250)

Model Year: 2010-2013

VIN: R47154-S61362

Engine: V8 5.0L Petrol

XJ Range (X351)

Model Year: 2010-2013

VIN: V00325-V22230

Engine: V8 5.0L Petrol

XK Range (X150)

Model Year: 2011-2015

VIN: B35989-B54673

Engine: V8 5.0L Petrol

MARKETS:

NAS

CONDITION SUMMARY:

Situation: On vehicles fitted with the 5.0L Naturally Aspirated V8 engine only, a 'clonk' noise may be heard when selecting Park (P).


Cause: This may be caused by a Transmission Control Module (TCM) software issue.

Action: Should a customer express this concern, follow the Service Instruction outlined below.

PARTS:

No Parts Required

TOOLS:

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

SDD with latest DVD and Calibration File
Jaguar Land Rover-approved Midtronics battery power supply

WARRANTY:

 **NOTE: Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIX to obtain the latest repair time.**

 **NOTE: DDW requires the use of causal part numbers. Labor only claims must show the causal part number with a quantity of zero.**

| DESCRIPTION | SRO | TIME (HOURS) | CONDITION CODE | CAUSAL PART |
|-------------|-----|--------------|----------------|-------------|
|-------------|-----|--------------|----------------|-------------|

| | | | | |
|---|-----------------|-----|---|----------|
| Update Transmission Control Module (TCM) software | 86.99.14 | 0.2 | 4 | C2Z13131 |
|---|-----------------|-----|---|----------|



NOTE: Normal Warranty procedures apply.

SERVICE INSTRUCTION:



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



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.



NOTE: SDD must be loaded with DVD139.09 v.192 or later.

1. Connect the Jaguar Land Rover-approved Midtronics battery power supply to the vehicle battery.
2. 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:
 - Powertrain > Automatic transmission and transaxle > Automatic transmission and transaxle symptoms > Noises
7. Select 'continue'.
8. Select the 'Recommendations' tab, and then select '**Run**' to perform the 'Configure existing module - Transmission control module' option.
9. Follow all on-screen instructions to complete this task, ensuring all DTCs are cleared.
10. Exit the current session.
11. Disconnect the SDD and the battery power supply from the vehicle.